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ABSTRACT

This set of materials on computerized bibliographic search services in academic and research libraries includes policy and procedure statements on online information retrieval services at the University of Houston, Colorado State University, Duke University, Temple University, Emory University, and Yale, among others; a position description for the Coordinator of Online Searching Activities at the Smithsonian Institution; annual reports on online searching activities at the University of Pennsylvania and Princeton; and user publicity materials (flyers, leaflets, and announcements) from Harvard, Colorado State University, the University of Missouri, the University of Maryland, Cornell University, the University of Chicago, and others. (JL)

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Kit 76

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ONLINE BIBLIOGRAPHIC SEARCH SERVICES

Online search services were introduced into large academic libraries less than ten years ago. Although questions related to financing, policy formation and planning continue to provoke lively discussions within the profession, the services themselves are now well established as part of public service programs. Research on search service operation, data base construction and use, and user requirements has been reported in a variety of journals. Even so, the field has become specialized enough by 1981 to generate its own conferences, journals and monographic literature. There is a continuing demand for data base training sessions, and for library school courses in online searching. In sum, a new specialization within the library field -- a subfield with its own techniques, competencies and jargon -- has been established.

COSTS. Online searching represents not only a new service for libraries, but also a set of incremental costs. Unlike some other computerized library operations, online searching normally does not lead to immediate or predicted reductions in staff. Instead, it is generally acknowledged that effective searching requires the allocation of additional staff time and library resources for training, continuing education and practice, and conferences with users. Also, few libraries are willing to rely solely on online services for access to abstracting and indexing tools. Considerations of convenience as well as the need to provide for users who cannot afford online searches influence such decisions. If online access becomes widely available as a free service, retaining subscriptions to printed reference tools may be less necessary. For the present, however, most libraries find it necessary to plan new resource allocations to establish the online searching function.

Library documents collected in 1980 indicate major management concern to justify the costs of the service. Although administrators' interests range from the qualifications of searchers to billing procedures, easily the most volatile issue is local delivery of an innovative service that is attractive, but also expensive and occasionally elitist in approach. A diversity of practices ranging from subsidy to cost recovery reveals both the lack of consensus on the issue, and the fact that the determinants of individual libraries' practices are normally based on existing local options for financing. SPEC Kit #74, Fees for Services, May 1981 addresses the topic of financial arrangements more fully.

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STAFFING AND ORGANIZATION. As clients become more sophisticated computer users, and as online systems become easier to operate, the role of the professional intermediary may change. For example, one technological alternative involves a set of protocols to more easily access multiple data bases. Such a capability would simplify the searcher's task or enable users to access data bases themselves.

Major concerns in the operation of online services focus on several issues. As the number of available data bases increases, keeping both staff and documentation up-to-date require constant attention, almost on a daily basis. There is also the need to assure that public services personnel whose responsibilities do not include online searching are kept aware of the range of data bases available, and that they understand the online operation sufficiently to be able to suggest its appropriate use. Integrating data base use into reference services and bibliographic instruction and providing for ready reference use of the computer are ongoing needs that may also require special arrangements for scheduling.

Documents relating to online search services were collected and made available as Kit No. 62, also titled Online Bibliographic Search Services, in March, 1980. However, as SPEC received responses to the August, 1980 Public Services Survey, it became evident that libraries had published manuals, training materials, policy documents and user publicity materials so rapidly that a new kit was required. Of the 71 responding ARL libraries, 60 indicated they had expanded or improved data base services in the past two years. As use of online services continues to grow, some institutions report that with increasing staff commitments, tight scheduling, and the amount of time devoted to assisting corporations and other non-university users, search services are nearing the limits of their capacity.

This second generation of online search service documents focuses on major concerns regarding the organization of the service, policy formation, and communication with the clientele. A series of brochures and information sheets for users demonstrates a continuing desire to publicize the service sufficiently to attract all who might need it. Fairly extensive explanations of the service are required for many users, especially those whose experience with computers is limited.

* * * * * *

Online Bibliographic Search Services (Kit 76, July 1981) contains eight policy statements, three annual reports and a position description and ten examples of user publicity. SPEC Kits are available by subscription from the Systems and Procedures Exchange Center, OMS/ARL, 1527 New Hampshire Ave., N.W., Washington, D.C., 20036. Individual kits may be purchased -- prepaid only -- for $15.00 (U.S.) plus a $2.00 per order handling charge, with checks made payable to "ARL Office of Management Studies."

ISSN - 0160 - 3582

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KIT #76
JULY 1981

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POLICY STATEMENTS

University of Houston Libraries UNIVERSITY OF HOUSTON 3/79

Computerized Information Retrieval Service

Policy Manual

I. Statement of purpose

The Computerized Information Retrieval Service exists to support the research efforts of the University of Houston System.

II. General questions

General questions about the operation of CIRES will be answered by the Coordinator. The Coordinator will normally refer patrons who have questions about a specific data base to an appropriate searcher.

III. Patrons served

A. All faculty, enrolled students, and staff of any University of Houston System campus are eligible for service.
   1. Should the question of eligibility arise, the burden of proof shall be upon the patron wishing to be served. Proper identification must be supplied upon request.
   2. Special consideration will be given to the University of Houston student working on a dissertation, thesis, or other research project who is temporarily not enrolled (e.g. during the summer). Doubtful cases will be decided by the Coordinator.

B. Service will not be given to anyone who is not in the above categories. This includes the following people, who will not be served:
   1. Persons affiliated with other universities
   2. Alumni
   3. Courtesy card holders (including Friends of the Library)
   4. The general public and business community

C. CIRES equipment and terminals will not be used by anyone not employed by the central campus library. Members of the staffs of other libraries may be excepted from this prohibition by the Coordinator. No other exceptions will be made.
   1. Persons who are granted exceptions must be fully trained to use data base systems and must have their own password.
   2. Persons who are not employed by libraries or are not fully trained may not use CIRES equipment and terminals. No exceptions.

IV. Cost

A. All persons normally eligible for service (faculty, enrolled students, and staff) will pay on the same basis, without regard to status.

B. Rates will be based upon the rates charged by the various data base vendors.
   1. Rates charged by vendors are data-base specific; therefore, rates charged will vary according to the data base used.
   2. Rates charged by the vendors may be subsidized or surcharged by the library, depending upon the revenue needed to adequately fund the service. However, any subsidy or surcharge will be applied to all users in a uniform manner, except for those mentioned in section IV C below.

C. Should exceptions be made to provide service to someone not normally eligible, or should such a person unknowingly be provided service and later discovered to be inelgiible, that person will be charged cost plus 25% or cost plus twice the amount of any surcharge currently being charged normally eligible users, whichever is greater.

D. Financial obligation
  1. Patrons are financially responsible for all services requested.
  2. If a patron charges a search to a departmental account and the department refuses to pay, then the patron is responsible for all charges.

V. Responsibilities of searchers

A. Maintenance of searching skills
  1. Searchers are members of the library staff who have been trained in the techniques of using one or more on-line data base system(s). It is the searcher's responsibility to keep informed of the latest developments and new techniques for effective searching by reading the bulletins issued by various data base vendors as well as through the reading of professional literature. Periodic review of the search manuals and guides is recommended, particularly for searchers who search less than weekly.
  2. It is the responsibility of the individual searcher to initiate requests to attend workshops and to make all necessary arrangements. Requests for action to attend workshops should be addressed to the person or committee responsible; e.g., the travel committee for travel funds, the department head for time off, the Coordinator for selection in cases of limited enrollment or other problems specifically related to workshop enrollment or attendance. The Coordinator will not handle problems (such as travel) which would be encountered in attending a non-data-base-related function. The Coordinator will strive to keep searchers informed of workshop and convention possibilities.
  3. Searchers should not hesitate to consult with other searchers or with the Coordinator should problems arise or be anticipated with a search strategy or with on-line techniques.

B. Scheduling of appointments and the interview
  1. Patrons seeking detailed information about the search service will be referred to an appropriate searcher, depending upon the subject of interest. The searcher will arrange a convenient time to interview the patron. During the interview, the searcher and the patron will discuss the problem to be researched and choose the data base(s) to be used. If convenient, a search strategy will be devised at that time and the search will be performed. The searcher may also elect to defer preparation of the search strategy until after the patron leaves when other patrons or business must be attended to, or when the strategy will be difficult and/or time-consuming to prepare, or when the patron is not able or does not desire to wait. In such cases, if the searcher would like the patron to be present during the search, a second appointment should be made.
  2. Searches are normally done on an appointment basis. However, searchers may elect to do a search for someone without an appointment. This will be completely at the searcher's discretion in each case.

3. In cases where a search involves material with which the searcher is totally unfamiliar, delaying the actual search is recommended if the searcher feels that time to consult printed reference sources to provide background might improve the search effectiveness.
4. Searchers should anticipate problems which may arise on-line and discuss these fully with the patron before doing the search. Such problems should include the possible need to narrow, broaden, or otherwise modify the strategy as well as the question of the number and format of the citations to be printed. Failure to do this results in an unnecessary discussion of such matters while on-line and is an irresponsible waste of patron money.
5. Searchers will discuss the procedure for payment before the on-line search is begun. The patron should be made completely aware of the financial obligation involved.
6. The searcher should discourage searches which can easily be done manually. This is an excellent opportunity to introduce a patron to the printed resources available.
7. It is strongly suggested that the search interview be done in person rather than by telephone. However, many persons in the UH system would be greatly inconvenienced by the necessity of a trip to the central campus. Therefore, searchers may conduct interviews by telephone. The decision to accept telephoned searches is left to the discretion of the individual searcher.

C. The search

1. The presence of the patron during the search is optional. Searchers are encouraged to have the patron present when searching areas in which their personal knowledge is limited.
2. In deciding when to do the search, the searcher should consider factors which may affect cost, such as computer response time. Searchers should take whatever actions are possible to control costs.
3. If annoyingly slow response time is encountered on-line, the searcher should discontinue searching and try at a later time. Temporary search saves should be used to avoid duplicating efforts. Searchers should always check before beginning a search on techniques needed to cost-effectively abort searches.

D. Post-search

1. Cost computation and search log
    a. It is the searcher's responsibility to compute the cost of each search except in those cases in which an offline printout is to be received from a vendor which charges by the page, or when a search of an offline file is to be performed at an unknown cost.
    b. The searcher should enter information concerning each search into the search log(s) as soon after the completion of the search as possible.
2. Patron payment should be made when all work is completed.
    a. Procedures for making payments are listed in Appendix A.
    b. Payment at time of search--search completed with patron present.
        i. If the search is completed to the point that the patron need not return (i.e. no offline prints), then the searcher should make sure that the patron knows how to pay for the search.
            a. For cash or checks, the searcher should accept payment in full, or, if necessary, ask the office secretary to accept payment. Payment by check is always preferred and should be suggested. The search number(s) must appear on the record of payment (either the check or the cash receipt).
            b. If payment is to be made by IDT (Interdepartmental Transaction), the searcher should explain in full the necessary procedure. The patron should be provided with

the search number(s) and the total amount due. The patron should be instructed to call the Coordinator or the office secretary with the number of the IDT being sent, along with the search number(s) being covered by the IDT number given.

    ii. The searcher is totally responsible for assuring that payment has been made or that the IDT process has been explained if all work is completed and the patron is not expected to return again.

  c. Delayed payment

    i. Searches falling into this category are those for which an offline printout has been ordered, a search of an offline file has been requested, an SDI search, or a search which has been done with the patron absent. The common characteristic of all these cases is that the person will return at a future time to retrieve the results and make payment. Any search which includes offline printing or searching will be included in this category, even if some on-line results are given to the patron.

    ii. Collection of fees for such searches is the responsibility of the office secretary . See section VII A 4.

  d. Deposit accounts

    i. Patrons who have established a deposit account with the Coordinator may charge searches against the account.

    ii. The Coordinator will have information about deposit accounts readily available so that it may be quickly verified. The patron should sign a receipt when charging a search to a deposit account. The receipt should be sent to the Coordinator.

  e. Mailed out searches

    i. Searches may be mailed to patrons who find it difficult to visit during operating hours. This applies primarily to persons affiliated with UH campuses other than the central campus.

    ii. It is preferred that payment be received before the search is mailed. However, if the patron's need seems urgent, the search results may be mailed before payment is received. Searches should be referred to the Coordinator for mail-out.

      a. Collection problems connected with mailed searches are the responsibility of the Coordinator.

      b. When choosing a data base vendor for a search which will involve offline printing, Dialog or Orbit should be used rather than BRS since the cost of the offline print is known immediately. The patron can then mail payment before the printout is received and thus reduce delays.

3. User instruction

  a. After a search is done, the searcher is responsible for making sure that the patron will be able to read and use the results. If the results of the search are printed on-line, the searcher should explain the printout before the patron leaves. If the patron is to return later to pick up the search results, the searcher should encourage the patron to telephone or come to the office should there be any problems in using the information.

    b. The patron should be encouraged to ask for additional searches or bibliographic help if it is needed. The searcher should inquire as to whether the patron is aware of other useful resources avialable in the field being researched. Additional instruction should be given when warranted.

VI. Responsibilities of the Coordinator

- A. The Coordinator is selected by the Assistant Director for Public Services and Collection Development in consultation with the head(s) of the reference department(s). The Coordinator reports to the head of General Reference.
- B. Statistics--service
    - 1. The Coordinator will compile service statistical reports on a monthly basis. Statistics reported will include but not be limited to:
        - a. Number of searches performed in each data base.
        - b. Number of searches performed by each searcher.
        - c. Number of searches performed in each system (vendor use).
        - d. Number of searches performed by status (faculty, graduate student, etc.).
    - 2. These statistical reports will be sent to the head(s) of the reference department(s).
- C. Statistics--financial
    - 1. The Coordinator will compile financial statistical reports on a quarterly basis. Statistics reported will include but not be limited to:
        - a. Sources of asset debits
            - i. Revenue from fees based on connect time charges.
            - ii. Revenue from surcharge fees.
            - iii. Revenue from discounts received from vendors.
        - b. Sources of asset credits
            - i. Expenses for connect time charges
            - ii. Expenses for operations, including terminal repairs, search aids, training, etc.
            - iii. Expenses for printing and other publicity.
            - iv. Expenses for costs written off
                - a. Bad debts expense.
                - b. Bad searches for which the patron is not charged.
                - c. Research by library employees for operations/publication.
                - d. Searches to answer reference inquiries.
        - c. Balances in any accounts (if such accounts are established and budgeted) for equipment repair, training, etc.
    - 2. These financial reports will be sent to the head(s) of the reference department(s).
- D. Liaison and contact
    - 1. The Coordinator is the person who conducts all business, arranges all agreements and contracts, and resolves all problems with data base vendors.
    - 2. The Coordinator circulates new information about the data base systems to all searchers and keeps them informed of all changes in procedures or other matters.
    - 3. The Coordinator keeps all information necessary for smooth operation up-to-date; e.g., the Coordinator maintains a list of all data bases available with the current prices.
- E. The Coordinator is responsible for arranging for any repairs or maintenance to the terminal and other equipment. The library business office will assist the Coordinator with the necessary vouchers.

F. The Coordinator will determine a fee schedule necessary to provide adequate revenue to operate the service. The Coordinator will request funds to be used for subsidies, equipment, training, demonstrations, or any other activity for which it might be deemed desirable not to charge patrons. The Coordinator will administer all funds of the service and will have total responsibility for the collection and disbursement of money as well as for the overall sound fiscal condition of the service.

G. The Coordinator will perform or supervise all accounting operations for the service, including analysis and checking of the monthly Budget Activity Report (BAR), and will act to correct any errors or problems in the accounting operations of the service.

H. Publicity: the Coordinator will be responsible to adequately publicize the service in order to make those who might benefit from it fully aware of its existence. Such publicity might include flyers, posters, newspaper articles or advertisements, or demonstrations for selected users.

I. Supervision of paper flow and daily operations

1. The Coordinator will design all forms necessary to make the operations of the service as smooth as possible.
2. The Coordinator will direct the activities of the office secretary in those duties which pertain to the service (see section VII).
    a. The Coordinator will organize a logical method of record keeping for the secretary which will produce the needed statistical and financial information with a minimum of difficulty.
    b. The Coordinator will resolve any problems arising for the secretary as a result of this statistical gathering.
3. The Coordinator will receive all offline prints, verify the accuracy of the prints for delivery, and give the prints to the secretary to have patrons called.
4. Patron complaints and inquiries (e.g.: about an overdue offline print) will be directed to the Coordinator for resolution (see section IX).
5. The Coordinator will pursue overdue accounts by whatever means are available and will act to prevent anyone who does not pay for a search from receiving additional service.
6. The Coordinator will maintain all files and records pertaining to the operation of the service.
7. The Coordinator will assure that all needed supplies are ordered.
8. The Coordinator will mediate disputes between individual searchers and refer serious problems to the appropriate department head.
9. The Coordinator has final responsibility for all daily operations, including the accuracy of search cost computations.

J. Mainentance of searching quality

1. The Coordinator will suggest to searchers, when appropriate, methods of improving the quality of searching or of reducing the amount of connect time for a search.
    a. The Coordinator will not participate in other searchers' on-line sessions unless asked; however, deficient techniques which are noticed will be mentioned.
    b. The Coordinator may choose searches at random to review the strategy in an effort to suggest ways to improve searching techniques.
2. The Coordinator will work with searchers who have deficient search skills and will suggest methods and techniques for improving those skills.

   3. If the Coordinator determines that an individual searcher consistently performs badly, the Coordinator may recommend to the appropriate department head or assistant director that the searcher be permanently prohibited from further searching. Destructive negative publicity resulting from poor searching must be prevented.
   4. The Coordinator will recommend any changes in equipment and implement any changes in procedures necessary to maintain searching quality.
   5. The Coordinator will arrange and plan all workshops and training sessions which are to be held in-house.

K. The Coordinator will recommend and/or implement any changes necessary in personnel, policy, equipment or procedures to assure the overall success of the service.

VII. Responsibilities of the office secretary

A. Service to patrons
   1. The secretary will answer telephone inquiries by patrons who wish to find out if their search results are ready to be picked up.
   2. In the absence of the Coordinator, the secretary may refer patrons wishing a search to an appropriate searcher if the subject of the inquiry can be determined.
   3. The secretary will call patrons to notify them that search results are ready.
   4. The secretary will deliver search results to patrons who come to the office and collect the specified fee for the search. The secretary will encourage payment by check. Procedures for payment are listed in Appendix A.
      a. The secretary will be responsible for fees collected until the money is transferred to the Coordinator.
      b. The secretary will arrange for someone to deliver searches to patrons during absences from the office.

B. Record keeping
   1. The secretary will collect all the data needed by the Coordinator to complete the required statistical reports. Forms for this purpose will be supplied by the Coordinator.
   2. The secretary will keep an accurate account of the funds received in payment of a search.

C. The secretary will serve as the typist for the search service.

D. Other regular or special duties may be assigned with the approval of the secretary's supervisor.

VIII. Responsibilities of the library administration

A. The library administration will provide adequate staff to support the needs of the service.
   1. Reference staffing will be maintained at a level which allows searchers to devote adequate time to each search request.
   2. Services which may be affected by computerized retrieval (e.g. Interlibrary Loans) will be monitored to assure that the final result of searches does not become unnecessary frustration to patrons unable to retrieve materials cited.

B. The library administration will provide funds or assist in obtaining funds necessary to maintain equipment or other hardware at a level of quality which will assist in service excellence.

IX. Complaints

A. Complaints about service should be directed initially to the searcher who performed the search.
B. Patrons who remain dissatisfied after speaking with a searcher about a complaint should be directed to the Coordinator.
C. If the Coordinator is unable to resolve a patron complaint, the patron will be referred to the Assistant Director for Public Services and Collection Development.

X. Policy approval and change

A. This policy will go into effect when approved by the Coordinator and the library administration.
B. Questions arising about policy which are not covered by this written service policy will be decided by the Coordinator and subsequently added to the policy.
C. All changes must be approved by the Coordinator.

Bill Jackson
General Reference
March 15, 1979

APPENDIX A (to be revised in final draft)

UNIVERSITY OF HOUSTON LIBRARIES/CIRES

Payment of Computer Searches

*** PAYMENT IS DUE WHEN THE SEARCH IS COMPLETED AND THE RESULTS PICKED UP ***

All payment is handled in the General Reference Department Office, room 111 of the Main Library (749-1217).

METHODS OF PAYMENT

Check: This is the preferred method of payment. The checks should be made out to the "University of Houston Libraries".

Cash: Payment in cash must be for the exact amount. We cannot make change. You may call beforehand to determine the exact amount due. A receipt will be made out upon payment.

IDT (Interdepartmental Transaction): This method of payment is only available to those authorized to draw on University funds.

Please note the following points:

1) An IDT is to be issued for the exact amount of the search or for an estimated amount given by the searcher.
2) All three authorizing signatures are required on the IDT ("Requested by", "Authorized by", and "Received by").
3) Direct the IDT to "Library/CIRES". This is typed in the "TO" box near the top of the form.
4) Send the IDT to accounting for encumbrance. It will be forwarded to use by that department.

Search results may be picked up before we have the IDT in hand. In this case, however, give us the IDT number when you receive your results.

*ALL QUESTIONS ABOUT PAYMENT SHOULD BE DIRECTED TO EITHER ALAN PFEIFFER-TRAUM OR HELEN TATMAN AT 749-1217. *

apt/1-79

COLORADO STATE UNIVERSITY LIBRARIES

TO: Libraries Faculty DATE: October 4, 1979

FROM: Director of Libraries

SUBJECT: Computerized Literature Access - Search Service (CLASS)

I. POLICIES

The CSU Libraries regularly offer on-demand computer-assisted bibliographic searching as a logical extension of the traditional reference functions. The service, known as Computerized Literature Access - Search Service (CLASS), falls within the purview of the Public Services Division, the administrative unit which has the responsibility for providing interpretive services. The service is supervised, therefore, by the Associate Director of Libraries for Public Services with the assistance of the CLASS coordinator and the Data Base Advisory Committee (DBAC).

The Libraries is capable of offering this service in terms of trained staff and appropriate equipment. There are no restrictions to users who may avail themselves of this service upon payment of a surcharge. All search requests and results, furthermore, are confidential information and are not shared with other patrons.

II. PROCEDURES

A. The Committee

The Committee exists to recommend overall policy for the functioning of the service. The committee, known as DBAC, consists of:

1. The Associate Director for Public Services, who serves as chairperson
2. The CLASS Coordinator
3. The Fiscal Services Librarian
4. One science subject librarian or assistant
5. One liberal arts subject librarian or assistant
6. One member of the General Reference staff
7. One representative from the Technical Services Division who serves as a communications link between Public Services and Technical Services

B. The Duties

The duties of the advisory committee are:

1. To recommend policy
2. To recommend publicity and public relations programs
3. To do long-range planning
4. To serve as a center of input for staff opinion and ideas

C. Types of Appointments

All DBAC members are involved in searching or show an active interest in the service.

1. Appointments are made on an annual basis for the academic year.
2. The Associate Director for Public Services and the Fiscal Services Librarian are ex-officio members of the committee.
3. The three Public Services members are appointed by the Associate Director for Public Services.
4. The Technical Services member is appointed by the Assistant Director for Technical Services.
5. The Coordinator is elected annually from among the committee members. The proportion of the time devoted to CLASS by the Coordinator is determined by the Associate Director and the CLASS Coordinator.
6. The Coordinator for the previous year remains a member of the committee for an additional year.

D. The Coordinator's Responsibilities:

1. To maintain the rate tables.
2. To receive all mailings from the vendors.
3. To inform the staff of new developments.
4. To maintain a central file of manuals and other items of interest.
5. To consult on search strategies.
6. To notify the Fiscal Services Librarian when the maintenance of the terminal is required.
7. To develop a publicity program in cooperation with the Libraries' Coordinator of Publicity.
8. To coordinate training.
9. To identify issues for deliberation by DBAC.
10. To compile statistics.
11. To receive all patron payments.

E. The Searchers Responsibilities:

1. Interview patrons, develop search strategies, and conduct searches.
2. Obtain authorization to conduct a search by means of the patron's signature on the "Request for a Computerized Literature Search" form.
3. Upgrade search skills through training and demonstrations.

F. The Fiscal Procedures and Controls

1. Searchers are responsible for calculating the charges and for completing the Search Request Form, except for the NLM data bases, which are handled by the BMS Librarian.
2. Off-line prints are disbursed from the Coordinator's Office where payments are also made.
3. All payments, accompanied by a copy of the charge sheet (Search Request Form) are forwarded to the Libraries Accounting Services daily. (i.e. cash, checks, accounts receivable, and IMO's).
4. The Coordinator approves all vendor invoices for payment with the exception of NTIS invoices which are approved by the Biomedical Sciences Librarian.
5. The Associate Director for Public Services, the Coordinator, and the Fiscal Services Librarian review the Libraries' surcharge every six months and make recommendations to the Data Base Advisory Committee. If revisions in fees are recommended, the approval of the Director of Libraries is required.

G. All final decisions regarding implementation of these policies and procedures rest with the Associate Director for Public Services.

LWA/RDH:dcb

PERKINS LIBRARY DUKE UNIVERSITY

Computer Assisted Research Group Manual

The Computer Assisted Research Group (hereinafter CAR Group) consists of librarians in the Perkins Library System who provide online computer search service on the Perkins passwords.

This manual deals with computer search services in Perkins Library. It may be used by the Math.-Physics Librarian and the Biology-Forestry Librarian with modifications as appropriate. Its purpose is to set forth the responsibilities of individual search analysts, the CAR coordinator, the personnel of the Librarians' Office and the AUL/Public Services.

Policy statements will be incorporated into the manual as they are developed.

Statement of Client Eligibility. As staffing permits, computer searches will be provided only for members of the following groups: Duke University employees, Duke University students and--with the qualifications noted below--Duke University alumni. Clients must be willing to assume the cost of the service (currently the charges of the data base vendor, telecommunications charges and a service fee); willing to schedule time for the search strategy interview and (if the searcher considers it necessary) be present during the search and willing to provide any information needed for search purposes and record-keeping purposes. Requests for computer searches will be accepted by telephone or mail only in exceptional cases where the coordinator feels that this is justifiable. Payment is to be made by check or by Duke University IR form.

At this time, no priorities have been set as to which Duke University group will have precedence in the event that lack of staffing becomes a critical factor, except as noted in the next paragraph.

As staffing permits, searches may be run for Duke University alumni who are willing to meet the above requirements for a search and to pay a higher service fee (ten dollars per search instead of the usual three dollars per search). In those instances where staffing limitations restrict our capability to undertake searches immediately or at all for alumni (in the branch libraries particularly), the searcher involved may elect to refer the client to another searcher at Duke if appropriate, postpone the search or refer the client to a search service outside Duke University--if possible within the Research Triangle area.

Questions concerning eligibility should be referred to the coordinator or, in his/her absence, another member of the CAR Committee, any of whom should feel free to refer the question to the AUL/Public Services.

Responsibilities of individual searchers--The searcher is a librarian who has been trained in the techniques of computer data base searching and who is competent in searching specific data bases. His/her responsibilities are:

I. The searcher seeks to identify appropriate potential users and user groups within the university community. With the Car Committee member in charge of publicity, the searcher plans and carries out publicity activities (including demonstrations of the service) designed to interest potential users in the service.

II. The searcher provides background information for the client, explains operation of the service to clients and potential clients and explains the advantages and disadvantages of computerized searching as compared to manual searching. With the client, and with other searchers when appropriate, the searcher chooses a data base or bases, formulates search strategy and arranges a mutually convenient time for the search, checking that the terminal is available and noting the search on the calendar. The searcher ascertains that the client understands the charges and how they are to be paid and that the client completes the request form properly. The searcher should review strategy for setting up the search with the patron until both are confident that it is the best strategy available for the patron's needs.

III. The searcher sees that all forms involved in each search (from the request form to the receipt for payment) are properly completed and the proper disposition is made of them.

IV. The searcher performs the search, usually with the client present, and arranges with the client for delivery of any offline printouts. The searcher computes the cost, accepts payment, and forwards payment to the personnel in the Librarians' Office, with the notation "computer search" on the check or IR form.

V. The searcher initiates requests to attend appropriate workshops, conferences, etc. and makes necessary arrangements for attendance.

VI. The searcher keeps up with literature concerning computerized searching and initiates library orders for material such as user aids, thesauri and monographs. S/he also suggests to the coordinator appropriate general publications which may be useful to search analysts.

Responsibilities of the CAR Coordinator--The coordinator is a member of the CAR Group who is chosen to perform clearinghouse, coordination and consultation functions. Responsibilities of the coordinator are to:

I. Determine CAR Group needs and request funds, equipment, supplies, publications, etc.

II. Report to the AUL/Public Services and the Head of the Reference Department as appropriate.

III. Compile and record appropriate statistics.

IV. Act as liaison between (and as CAR Group contact person for) all commercial vendors, for the library administration and for any other appropriate group. This function includes: a) circulating information and publications not received by the entire CAR Group, i.e., changes in a password, useful literature, notices of workshops and conferences, etc. and b) channeling general inquiries on policy from the CAR Group or from individual searchers to the appropriate sources of information and handling requests from outside the Group for information about the service.

Responsibilities of the CAR Committee--The CAR Committee shall consist of the coordinator and designated searchers. They shall act as consultants for the Group and work individually with such aspects of the service as publicity, demonstrations, user aids and other relevant publications.

Members of the Committee shall act as a screening unit and sounding board for developments of and policies for the CAR service before these go to the Group for discussion and policy making and they shall suggest and discuss items for CAR Group meeting agendas.

The members of the Committee shall report to the Group as appropriate.

Responsibilities of personnel in the Librarians' Office--Secretaries in the Librarians' Office receive from the searchers completed IR forms and checks made in payment for searches. They pay the vendors' monthly bills and keep accounts of the finances of CAR services. They also acquire supplies needed in performance of CAR services.

Responsibilities of the AUL/Public Services--The AUL/Public Services acts as liaison between the CAR Group and the Duke University Librarian. After consultation with appropriate members of the Group, s/he also answers questions and determines policy when clients or others feel that this has not been adequately done by members of the CAR Group.

Approval of this manual and revisions to it are to be made with the advice and consent of the CAR Committee, the CAR Group and the AUL/ Public Services after consultation at appropriate times with the Duke University Librarian.

JR
9/80

COMPUTERIZED SEARCH SERVICES
POLICY ON PAYMENT FOR SEARCHES

Patrons requesting a computerized literature search shall be informed that total payment for a search, including any charge for off-line prints, shall be due at the time the search is completed. Patrons may pay with cash or a check made out to Temple University. In addition, qualified faculty, staff or students may establish a deposit or grant account with the library and have search costs charged to those account numbers. When payment is received, the searcher shall itemize the various costs in triplicate on the COMLIT receipt form. The original shall be given to the patron, one copy shall be sent to the Business Office, and one copy shall be kept for record keeping purposes.

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COMPUTERIZED SEARCH SERVICES

POLICY ON SCHEDULING SEARCHES

Patrons who wish to request a computerized literature search shall fill out the search request form which is available at the Reference desk. The Reference librarian on duty shall answer any preliminary questions and distribute the completed form to the appropriate search unit (i.e. Business, Documents, Social Sciences, or Science). Within twenty-four hours, the designated searcher shall schedule the search with the patron. Although searches are scheduled primarily at the convenience of the patron, other factors, such as library hours, searcher's work schedule, and the availability of the computer, shall be considered. Once the time for doing the search is determined, the searcher shall reserve the computer.

COMPUTERIZED SEARCH SERVICES

POLICY ON PATRON INTERVIEWS

All computerized literature searchers shall conduct detailed pre and post interviews with the patron to ensure high quality results.

I. PRE-INTERVIEW

A. Carefully question the patron to clarify his/her search request and prepare a preliminary search strategy using the appropriate tools.

B. Evaluate the search request and recommend to the patron whether or not the search should be done.

C. Fully explain the on-line and off-line costs of the search and describe the various alternatives which are available.

D. Inform the patron of the printed counterpart to the data base and that it can be searched manually at no cost.

E. Go over the preliminary search strategy with the patron to adapt and refine it, being careful to explain:

  1. the terms which were chosen;
  2. the search process (i.e. boolean logic, etc.); and
  3. the capabilities and limitations of computerized searching.

F. If necessary, further explain and/or adapt the search while on-line.

II. POST-INTERVIEW

1. Go over the search strategy with the patron, indicating which combinations produced which results.
2. Explain the citations and inform the patron how to locate this material in Paley Library.
3. Give a copy of the search to the patron.
4. Distribute an evaluation form to the patron and ask him/her to complete and return it to the library.

COMPUTERIZED SEARCH SERVICES

POLICY ON READY REFERENCE USE OF THE COMPUTER

The Reference Department shall utilize the computer to search ready reference questions which are not easily answered through routine methods. Appropriate ready reference questions shall include requests for specific information, new concepts or terminology, acronyms, obscure citations, or any questions for which no answer was found or on which the librarian has spent more than ten minutes attempting to answer. Ready reference questions shall not include requests for directional assistance, call numbers, periodicals, quotations, addresses, bibliographies, or articles for a research question. The library shall absorb all costs for ready reference use of the computer.

COMPUTERIZED SEARCH SERVICES

POLICY ON FEES

The Central Library System of Temple University provides computerized literature services for its clientele. In order to offer this service, direct costs shall be passed on to all patrons. These costs include telephone connect rates, various System(BRS, Lockheed, SDC) fees, and source royalties. Users not connected with Temple University shall pay an additional fee to cover in part such expenditures as staff time, equipment charges, and supplies. The following chart outlines the fee structure:

USER	FEE
1. Temple students, faculty and staff	1. Direct charges
2. Antioch students	2. Direct charges
3. Alumni	3. Direct charges
4. Individuals outside the Temple community	4. Direct charges + $10.00
5. Corporations	5. Direct charges + $25.00

COMPUTER SEARCH SERVICE MANUAL

Prepared by

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Automated Reference Services Librarian

The University of Tennessee, Knoxville Library

7/80

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ELIGIBILITY

All currently enrolled students, faculty, and staff of the University of Tennessee, Knoxville are eligible to use the computer search service under the conditions outlined in the UTK Campus Service portion of this manual. Eligibility and conditions of use for alumni, library subscribers, UT system faculty and students, and the general public are found in the section of this manual dealing with Off-Campus Services.

SERVICE POINTS AND INFORMATION

Computer search services are available at the Main Library Reference Department, the Agriculture-Veterinary Medicine Library, and the Science-Engineering Library. General information about the service may be obtained at all branches of the UTK library system. However, specific questions such as eligibility for service, suitability of research requests to computer searching, data base content, costs, etc., should be referred to one of the three service points. Questions which cannot be answered by the reference librarians at the three service points should be referred to the Automated Reference Services Librarian (hereafter referred to as ARSL).

UTK CAMPUS SERVICE - FEES

Commercial Vendors

Effective January 1, 1980, searches in data bases offered by commercial vendors such as Lockheed Information Retrieval Service, System Development Corporation, or the New York Times Information Bank will be charged to UTK affiliated users at cost plus a telephone fee. Four components make up the actual search fee: 1) a data base fee; 2) a communications network charge; 3) offline print costs; and 4) telephone charges.

A search fee estimate, based on the data base selected, probable online search time, and the desired number of citations, can be provided on request at each library offering the computer search service. This estimate is derived from price lists provided by the search vendors. These price lists are maintained at all service points and kept up-to-date with current prices. The telephone charge is a flat rate currently set at $2 for each search. The user should be cautioned that the estimate given will vary from actual costs, as the full time necessary to input the search and the actual number of citations available are known only after the search has been run.

Non-Commercial Vendors

Effective September 1, 1979, searches in data bases in the federally subsidized Medline and Recon systems will be offered to UTK affiliated users at a flat rate as follows:

Basic Search	$5 (Retrospective and/or current search. Covers up to 15 minutes computer connect time and the first 20 pages of computer printout.)
Extended Search	50¢/minute connect time over the first 15 minutes 12¢/page of computer printout over the first 20 pages

UTK CAMPUS SERVICE - APPOINTMENTS

It is not always possible or advisable to sit down immediately with a requestor and develop a search profile. By arranging for an appointment, both the requestor and the profiler gain the advantage of additional time to refine the research request, think over problem areas, and scan relevant guides and thesaurii.

General Procedures

1. Users are encouraged to make appointments for computer search assistance between 8 am and 5 pm Monday through Friday. Exceptions may be made for users who are unable to meet during these times. Librarians who agree to develop profiles at night or on weekends should arrange to have alternative assistance available for the reference desk.

2. The requestor must be present during the profile discussion. Exceptions may be made for experienced users who submit a detailed search request and profile entered on a signed search request form. In such cases the requestor must also be available for consultation by telephone should the librarian find it necessary.

3. Appointments should not conflict with a librarian's scheduled time at a reference desk. Either an alternative time or another librarian should be scheduled for the appointment.

Main Library Procedures

1. Librarians in Main Reference are assigned to search teams which are responsible for the computer search service for a two-week period. The team members on call during a given week are listed each Monday on the desk calendar at the Ready Reference desk. A user who wishes to made a search appointment should be referred to a librarian who is a member of the team on call that week.

2. When an agreement as to date and time for the appointment has been reached, this information should be listed on the left-hand page of the desk calendar at the Ready Reference desk.

3. Whenever a user is referred to a librarian who is not present or an appointment is tentatively arranged for a librarian who is not present, the user's

name and phone number should be written on a message form and/or the desk calendar and a note left for the librarian concerned on the message board near the Reference Room entrance. An indication of the user's general area of research interest would also be helpful. Be sure the user is aware that a librarian will call to confirm or schedule the appointment.

4. Use of the terminal room in Main Reference is on a first-come, first-served basis. Other arrangements, dependent on the requestor's need, may be negotiated between the librarians.

UTK CAMPUS SERVICE - SEARCH REQUEST

To initiate a search request, the profiler will complete Lib 74 - Computer Search Service Request (see Appendix A) or Lib 180 - Medline/Recon Search Request (see Appendix B). When completing the form, keep in mind the following:

Front of Form

1. Address - enter where the requestor is most easily reached by mail.
2. Phone - enter both home and office, if applicable.
3. Data base - list all those to be searched.
4. Enter the date the request was received. After performing the search, fill in the date the search was run.
5. Remind the requestor of the commitment outlined in "*NOTE" (see below) and that payment is required prior to receipt of printout.
6. Requestor must acknowledge the agreement by signing in the space provided.

Back of Form

1. Repeat the name of the requestor and data base(s) to be searched.
2. Determine how many and what format of citations are preferred by the requestor.
3. Explain the variation in final cost and the time factor in choosing between online and offline prints. The cost of online prints, available immediately, is based on the cost of the data base for the online time to print the citations. The cost of offline prints, available by mail 5-10 days following the search, is based on the individual cost of citations in a data base and the total number of citations printed.
4. A brief (1-2 sentences) statement of the search topic should be completed.
5. For Medline searches, check the limitations list for those which apply to the search request.

*NOTE: Submission of this form commits the requestor to payment of all charges and fees for the service. The library may not be held liable for delay or interruption of service resulting from circumstance beyond the control of the University of Tennessee or for failure to retrieve any or all data or information relevant to the search request. Personal payment or departmental charge will be required prior to picking up search results. Failure by University of Tennessee students to discharge payment of these charges may result in the withholding of registration or transcript.

UTK CAMPUS SERVICE - PERFORMANCE OF SEARCH

The requestor's presence during the online search run is optional and is left to the searcher's discretion. When searching a topic in which his personal knowledge is limited, the searcher may prefer to have the requestor present. Alternatively, the searcher may wish to defer performing the search immediately if other patrons or business must be attended to, or if the search strategy will be particularly difficult or time consuming to prepare. If the requestor has a strong desire to be present during the search performance, his wishes should be accommodated insofar as possible. If the requestor is not able to wait while the search is performed, a second appointment to perform the search may be made.

Normally, no more than 24 hours delay should take place between the search request and the search performance. If more than 24 hours does elapse, the requestor should be notified to expect a delay in receiving his results.

After the search is run, enter the date the search is run on the Search Request Form. The requisite information should be entered on the Search Log (see UTK campus Services - Search Log below) and the cost information on the low half of the Search Request Form should also be completed, as far as possible.

In the Main Library, prior to receipt of offline prints, the Search Request Form and the terminal print should be placed in the file folder labelled SEARCHES RUN atop the file cabinet in the terminal room.

UTK CAMPUS SERVICE - SEARCH LOG

Each department providing computer search services will maintain a search log to document its activity on Lib 137 - Search Log (see Appendix C). When a search has been completed, record the following information on the log sheet:

1. date search is run
2. requestor's name
3. searcher's initials
4. system and number or name of data base used
5. online time
6. number of offline prints ordered
7. online cost (total cost of data base, communications network and offline prints, if any)
8. telephone charge - NOTE: If two searches are run in succession for one individual on one phone call and the total online time is approximately 20 minutes or less, only one telephone charge should be made. If the total time for two or more successive searches for the same individual is over 20 minutes, more than one telephone charge should be made. If two or more searches are run in succession on the same telephone call for different individuals, each search should include a telephone charge.
9. Amount patron billed - this is the total amount billed for a search including data base fee, communications network charge, offline print costs, if any, and telephone charges.
10. telephone calls - indicate number of calls and type, e.g., local, 88, or long distance
11. amount UTK billed - to be completed by the ARSL
12. other - use this space to indicate any trouble on line, adjustments to the amount billed, search save, SDI, demonstrations, etc.

Remember that any incomplete searches must also be entered on the search log.

At the end of each month search log forms from each service point should be sent to the ARSL for verification with invoices.

UTK CAMPUS SERVICE - RECEIPT OF RESULTS, SEARCH EVALUATION, NOTIFICATION OF PATRON

General Procedures

1. Offline prints are to be reviewed by the profiler/searcher following their receipt.

2. Within 24 hours or less, the profiler/searcher or a designated alternate will notify the requestor by telephone, either directly or leaving a message, or by mail using Lib 214 - Patron Notification - Computer Search Service (see Appendix D) that the results of his search are available in the library.

3. The date of search receipt, evaluation, and patron notification should be entered on the Search Request Form.

4. A Search Evaluation Form (Lib 56, see Appendix E) may be filled out and attached to the printout in order to explain the results and give the requestor the name of an individual to contact for further information or clarification of results.

5. If the search results are not picked up by the end of a week, the requestor shall be notified by mail using Lib 214 that the results of his search are waiting for pickup in the library. If the results have not been picked up by the end of the second week, a second notice by mail using Lib 214 shall be sent. If there is no response from the requestor to the second notice by mail, the appropriate measures for nonpayment shall be initiated.

Main Library Procedures

1. Mail containing offline prints is to be given upon receipt to the ARSL who will make an initial review of the search results.

2. Following the initial review, the offline printout will be given to the profiler/searcher for review and notification of the requestor according to the procedures out lined above.

3. If the profiler is unable to notify the requestor within one hour of the receipt of the results, the printout should be placed in the file cabinet in the terminal room in a folder labelled RECEIVED NOT NOTIFIED until the patron has been notified.

4. After the patron is notified, the offline printout should be kept in the file cabinet in the terminal room in a folder labelled PATRON NOTIFIED.

5. Patrons may pick up results in the Main Library during the following times:

8 am - 10 pm	Monday-Friday
9 am - 6 pm	Saturday
1 pm - 10 pm	Sunday

UTK CAMPUS SERVICE - PAYMENT, NON-PAYMENT, REFUNDS

Payment

1. Payment is required prior to receipt of printout and may be made by:

    a. Cash - Must be receipted by the librarian on University form T43 (see Appendix F). Receipts must be legible and completed in ink. No receipt may be altered in any way. If a mistake is made, print VOID clearly on the original and carbon and retain both in the receipt book. (Main Reference does not maintain a change fund; refer users to Circulation for change.)

    b. Check - Make payable to the University of Tennessee for the amount of the charge only. At the time of receipt, checks must be stamped with the library department's endorsement for deposit. Must be receipted by the librarian on University form T43.

    c. Computer Search Charge Slip - Lib 87 (see Appendix G) - Completion of this form authorizes charging a UTK department by Transfer Voucher (TV). Completed charge slips are to be kept in the cash box until the next transmittal is made. No other record or receipt is made for this type of payment. This form may also be used to request an invoice for payment of searches performed for UT system users (see below Off-Campus Services - UT System).

2. For searches in which part of the printout is run online and part is offline, full payment, calculated as completely as possible, for the search must be made at the time the online printout is picked up by the requestor. Any additional payment due for the offline prints or for additional online time must be made before picking up the offline print results.

3. If a user wishes to have his results mailed to his address, payment must be received in the library before the results are mailed. If payment is made before the results are received in the library, a flat fee of $1 should be added to the search costs to cover postage. If payment is made after the results are received, the exact postage due should be calculated and added to the search costs.

4. Date and form of payment should be entered in the appropriate portion of the Search Request Form. If a charge slip is used, check TV and write in the account number following the check on the Search Request Form.

Payment

5. Be sure the patron signs the Search Request Form indicating that he has received his results.

6. The original Search Request Form, stapled to the terminal copy, is to be retained in a folder labelled with the month and year the search was made. In the Main Library these files are kept in the terminal room file cabinet.

Non-Payment

At the time a search request is initiated, each requestor is asked to sign the Search Request Form agreeing to the following conditions:

> Submission of this form commits the requestor to payment of all charges and fees for the service. The library may not be held liable for delay or interruption of service resulting from circumstance beyond the control of the University of Tennessee or for failure to retrieve any or all data or information relevant to the search request. Personal payment or departmental charge will be required prior to picking up search results. Failure by University of Tennessee students to discharge payment of these charges may result in the withholding of registration or transcript.

1. Following receipt of the search results in the library, the user shall be notified at least two times in writing of the charges due (see above UTK Campus Service - Receipt of Results). Dates when this notification takes place shall be noted on the Search Request Form.

2. If a user fails to discharge payment of the search fees after two notices in writing, a Delinquent Input Form - Lib 185 (see Appendix H) shall be filled out and forwarded to the Library Systems Office. The branch libraries will initiate their own delinquent payment forms; in the Main Library the name of the delinquent person and the pertinent information shall be given to the ARSL who will initiate the non-payment notice. Assistance in filling out the form and notice of the quarterly delinquent fee deadlines may be obtained from the Main Circulation Department.

3. If a user charges his search fees to a departmental account and that department refuses to pay the fees, the patron becomes responsible for all charges involved.

Refunds

No refunds are made for unsatisfactory search results resulting from circumstances beyond the control of the UTK Library. Where invalid results are obtained through searcher error, adjustments may be made with the approval of the ARSL.

UTK CAMPUS SERVICE - TRANSMITTAL OF COLLECTIONS

Transmittal of payments received will be made to Auxiliary Services before noon each Monday and Thursday.

1. A list should be prepared with the date and number of the transmittal, the inclusive receipt numbers since the last transmittal, the individual receipt amounts, and their total. The list should be initialled by the individual preparing the transmittal (see Appendix I). Staple this list to the back of the carbon of the last receipt included in the transmittal.

2. To accompany the cash, check, or transfer vouchers being sent to Auxiliary Services, complete Lib 45 (see Appendix J).
   a. Enter date, department, inclusive receipt numbers and their dates.
   b. Enter total receipts on line k. Main Reference, which makes no other deposits, should also enter this amount on lines c, f, and n. Branches should complete lines c through n as appropriate.
   c. Sign the form on line o and deliver with the money to Auxiliary Services.

3. The bookkeeper in Auxiliary Services will complete a receipt for the deposit and send the original to the department making the deposit. Fold and staple this receipt together with the list described in item (1) above. Receipts must be retained until the next audit by the University internal auditor.

OFF CAMPUS SERVICES - UT SYSTEM

Eligibility

Access to computer search services for faculty, staff, and students of the University of Tennessee system (i.e., UT Memorial Hospital, UT Martin, UT Chattanooga, UT Center for the Health Sciences in Memphis, and the UT Space Institute at Tullahoma) is available without restriction to data bases offered by Lockheed and SDC. Access to Medline is provided through the UT Center for the Health Sciences in Memphis. UTK does not provide this service to other system users; they should be referred to UT Memphis. Access to Recon is limited by contractual letter to users within the UT organization system. Therefore, we will provide Recon access to UT system users. Other questions about access or eligibility for UT system users not answered here should be referred to the ARSL.

Submission of Request

Requests for use of the computer search service must be made through the UT system library to which the user if affiliated. Requests for the service from the UT Memorial Hospital in Knoxville may be made directly to the UTK library, if convenient. Information concerning the request should be mailed to:

Reference Department
University of Tennessee Library
Knoxville, Tennessee 37916
615-974-4171

Information Required from Requesting System Library

1. Mailing label for results
2. Billing address and account number of requesting library. Account numbers for other departments within the UT system or personal invoice will not be accepted for billing.
3. Name and phone number of individual to be contacted about questions in billing.
4. Name and phone number of individual to be contacted about questions concerning search content.
5. Brief narrative statement (1-2 sentences) of search problem
6. Outline of search profile (i.e., lists of terms to be searched and logical combinations).
7. Data base(s) to be searched.
8. Maximum number of citations to be printed
9. Recent relevant citation, if known.

Fees

Fees for UT system users will be at cost plus telephone and postage for Lockheed and SDC searches and at the current flat rate plus postage for Recon searches. For a full explanation of how fees are determined, see above UTK Campus Service - Fees.

Payment

The appropriate UT system library, not the individual, will be billed for the search by transfer voucher (see above UTK Campus Service - Payment for details on recording charges by transfer voucher), and payment will be made by that library to UTK. It is the responsibility of the system library to collect payment from the individual.

OFF CAMPUS SERVICES - NON UT AFFILIATED USERS

Eligibility

Access to computer search services for individuals who are not directly affiliated with UTK or any other institution of the UT system, including alumni and library subscribers, is available with restriction to data bases offered by Lockheed and SDC. Requests for access to Medline by area individuals should be referred to the UT Memorial Hospital Library in Knoxville (971-3227). UTK will not provide Medline access to any non-UTK affiliated user. Access to the Recon system is limited by contractual letter to currently enrolled students, faculty, and staff of the University of Tennessee. Requests for Recon searches from other users should be referred to the Western Regional Information Service Center, Lawrence Berkeley Laboratory, University of California, Berkeley, CA 94720. Other questions about access or eligibility not answered here should be referred to the ARSL.

Submission of Request

Requests for use of the computer search service must be made in person at the UTK library according to the procedure outlined above in UTK Campus Services - Appointments. No telephone or mail requests will be accepted.

Fees

Search fees for non UT affiliated users will be at cost plus telephone plus $20 service and handling fee. The service and handling fee includes the librarian's assistance in preparing the search profile, postage, if any, and handling. For a full explanation of how search costs are determined, see UTK Campus Services - Fees above.

Payment

A deposit of $20, applicable to the final search cost, is required at the time the search request is initiated and before the results are received. Full payment is required when the search results are received. Payment may be made by cash or check according to the procedures outlined in UTK Campus Services - Payment above.

CURRENT AWARENESS OR SDI SERVICE

Selective dissemination of information or SDI is a current awareness service allowing the user to have a search profile run against a data base update automatically on a continuing basis. Where automatic SDI is not available, search save or storesearch options may be substituted in order to search additional data bases on a recurring basis similar to SDI.

Eligibility

SDI service is available to all currently enrolled students, faculty, and staff of UTK. Arrangements to offer SDI service to off-campus users must be authorized by the ARSL.

Fees

The charge for SDI or search save service varies and can be determined by consulting vendor price lists available at all service points.

When an SDI profile is entered for the first time, the user should be charged for all direct vendor costs (data base, communications network, and citations printed) of entering the profile, including a $2 telephone charge. The subsequent automatic updates will be charged at the stated vendor rate, plus charges for additional descriptors or citations, if any. No telephone charge is added to these updates as no interactive communication with the computer takes place.

When a search save profile is entered for the first time, the user should be charged for all direct costs of entering the profile (data base, communications network, and citations printed) including a $2 telephone charge. Thereafter, each time an update is produced from the stored profile, the user is charged for four items: 1) the direct vendor costs (data base and communications network) of running the stored search; 2) the offline prints produced, if any; 3) a $2 telephone charge; and 4) the monthly costs of storing the search profile.

Record Keeping

In addition to recording each SDI or other stored search on the monthly Search Log, a Search Save Charge Record form should also be completed and filed at the originating library (see Appendix K). The following information should be noted on this form:

Record Keeping

1. name of the individual requesting the SDI
2. system and file in which stored search will be run
3. serial number of stored search assigned by vendor
4. number of descriptors in stored search profile
5. maximum number of citations desired in stored search
6. date stored search was entered and initials of searcher
7. date stored search was released and initials of searcher
8. date and cost of recurring updates

An additional Search Save Log (see Appendix L) should also be completed and retained permanently at the originating library. On this form should be recorded the following:

1. date stored search is input
2. requestor's name
3. serial number assigned by vendor to stored search
4. system and file of stored search
5. initials of searcher inputting stored search
6. date stored search is released
7. initials of searcher releasing stored search

PROMOTION, PUBLICITY, AND DEMONSTRATIONS

The ARSL is responsible for dissemination of information about the computer search service to potential users. This may include such forms of promotion as posters, brochures, newspaper articles, advertisements, newsletters, faculty contacts, or online demonstrations. These activities may be organized and planned with the cooperation of one or more reference librarians.

1. Any written publicity concerning the computer search service must be reviewed by the ARSL and approved by the Associate Director for Public Services.

2. Upon request, an explanation of the computer search service and, where appropriate, online demonstrations of the procedure will be provided to faculty and student groups. All such requests shall be referred to the ARSL who will make arrangements for the presentation.

3. If the request for information about computer search services is made by a faculty member as one element of a general library instruction presentation, the request may be referred to the appropriate reference librarian. If an online demonstration is to be included, the ARSL should be given prior notification. The reference librarian presenting the information about the computer search service may or may not perform the actual online demonstration.

4. If a lengthy or extensive program of online demonstrations is planned for a particular library or university unit, the ARSL will be responsible for the arrangements. Some duties may be delegated to the appropriate reference librarian(s) by the ARSL. The ARSL will make arrangements with the vendors, where possible, for free online time. Where free online time is not available, the ARSL shall submit estimates of the probable demonstration costs to the Associate Director for Public Services for approval.

5. For each online demonstration performed, in addition to entering the search on the Search Log, a Demonstration Report Form (see Appendix M) should be filled out and sent to the ARSL. The following information should be included:
    a. department(s) from which group is drawn
    b. course number, if any, for a class group
    c. contact person - individual with whom arrangements for the demonstration were made
    d. number of people in group and type (faculty, graduate students, etc.)
    e. searcher - individual performing the demonstration
    f. system and file used for demonstration
    g. amount of online time used
    h. total online cost for demonstration
    i. any comments as to problems encountered, ways to improve presentation, good techniques that should be repeated, etc.

SCOPE OF THE SEARCH SERVICE COLLECTION

As the primary service point for the computer search service, the Main Library Reference Department shall acquire and maintain all introductory search service manuals provided by the data base vendors. Main Reference shall also acquire all thesaurii and search aids for those data bases usually searched in that location (i.e., social sciences, humanities, business, education, health sciences, and multidisciplinary areas). Main Reference shall also acquire selectively thesaurii and search aids for data bases usually searched at branch locations (i.e., the sciences, engineering, and agriculture). For search systems or data bases rarely used by any library, Main Reference shall acquire manuals and search aids selectively. The primary collection of information retrieval monographs, research studies, directories, dictionaries, encyclopedias, etc., shall be in the Main Library where it will be readily accessible not only to library staff, but also to students of computer and information science.

The Science-Engineering Library and the Agriculture-Veterinary Medicine Library shall acquire those introductory search service manuals provided by data base vendors whose files they regularly access. Search aids and thesaurii for data bases generally searched at these branch locations shall be also acquired (i.e., in the sciences, engineering, and agriculture). For data base systems or individual data files rarely accessed by these libraries, they shall rely upon the Main Library for the introductory manuals, thesaurii, and search aids.

RESPONSIBILITIES OF THE AUTOMATED REFERENCE SERVICES LIBRARIAN

Administration

The Automated Reference Services Librarian:

1. Represents the library at local, state, and national meetings concerning the computer search service.
2. Develops and maintains contacts with the search service vendors and terminal manufacturers and their representatives.
3. Acts as a liaison with other local libraries or information centers providing computer search services.
4. Maintains a general current awareness of the field of computer searching.
5. Acts as a resource person for other UTK librarians on questions concerning the computer search service. This may encompass profiling and online technique as well as eligibility, access, price and procedures of the service.
6. Assists in answering questionnaires and surveys about the computer search service.
7. Is responsible for maintaining the working collection of computer search service manuals, thesaurii, and other search aids.
8. Devises and prepares any procedures or forms necessary to the carrying out of the computer search service.
9. Prepares an annual report describing the operation of the computer search service.

Financial and Statistical Activities

The Automated Reference Services Librarian:

1. Prepares the biweekly deposit of computer search collections for the Main Reference Department.
2. Is responsible for contacting the vendors in regard to any claims for credit due to system failure.
3. Is responsible for reviewing the monthly search logs from the service points and the monthly vendor invoices for any discrepancies or inaccuracies before payment is made.
4. Compiles monthly and annual statistical reports of the computer search service. Such reports may contain the number of searches performed, cost to the library, amount collected from users, and number and cost of any demonstrations. Use of individual data bases, use by department, or use by classification may also be compiled as necessary.
5. Advises the Associate Director for Public Services on computer search service needs in regard to budget preparation.

Training

The Automated Reference Services Librarian:

1. Is responsible for planning and carrying out in-house training. This includes initial training in profiling and searching for new members of the reference department and periodic training updates for all librarians responsible for computer searching.
2. Advises the Associate Director for Public Services on the necessity and advisability of vendor training and on individuals from the library staff who need or would benefit from library-supported vendor training.
3. Acts as a liaison with the vendor for any locally-presented vendor training and is responsible for all arrangements made locally.

Evaluation

The Automated Reference Services Librarian:

1. Reviews the daily search results when received and consults with the individual searchers as necessary about possible improvements in search strategy and potentially troublesome online techniques.
2. Evaluates the performance of individual profiler/searchers and reports this evaluation to their departmental supervisors when requested.
3. Plans and carries out such evaluation of the computer search service as requested or deemed necessary by the library administration.

Promotion

The Automated Reference Services Librarian:

1. Suggests, plans, and organizes promotional activities for the computer search service. This activity may be carried out with the assistance of other reference librarians involved in computer searching.
2. Plans and prepares all publicity materials pertaining to the computer search program. Publicity materials pertaining to individual promotional activities or demonstrations may be prepared with the assistance of other reference librarians.
3. Obtains free online demonstration time from the vendors where possible and, for extensive demonstration programs where free time is not available, prepares an estimate of the probable cost.
4. Maintains statistics on the number of online demonstrations given, people contacted, and costs to the library.

ONLINE SEARCH MANUAL /

ONLINE SEARCH GROUP

THE ROBERT W. WOODRUFF LIBRARY
EMORY UNIVERSITY
ATLANTA

nihil obstat
imprimatur
26 July 79

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ONLINE SEARCH MANUAL

This ONLINE SEARCH MANUAL for the Online Search Group within The Robert W. Woodruff Library comprises the policies covering online search as of July 26, 1979. These policies are provisional and subject to change. It nevertheless appears useful to have a point of ready reference to enable searchers to be consistent in search procedures.

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Suggestions for revision of this Manual will be most welcome. Please write them down and give them to me.

Jerry J. Donovan
Coordinator, Online Search

July 26, 1979

SECTION A: COMMUNICATION

All important communication among members of the Online Search Group (OSG) should be written. Messages not written are more subject to not being remembered, and accordingly, unwritten communication cannot be considered "official," nor can the recipient be accountable for them, necessarily.

Internal communication: members of OSG who have information they feel should be disseminated among the Group should give the message to the Coordinator who will distribute it, keeping a copy for reference in the files.

External communication: any communication affecting the OSG as a whole, or a significant portion of the Group, should be originated by the Coordinator. In the absence of the Coordinator, if OSG members feel compelled to originate communication (e.g., with database vendors, organizers of professional activities, etc.) the communication should be in writing (or summarized in writing, and dated) with a copy to the Coordinator to keep in the files. The object of this policy is two-fold: the Coordinator, in order to coordinate, must be aware of all factors which affect the OSG; and secondly, broad requests can be consolidated into one effort rather than having several people writing for, or otherwise requesting, materials or services.

The Coordinator welcomes suggestions for the improvement of the online work scene and has a limited amount of clerical assistance to relieve searchers of time-consuming typing and clerical problems.

SECTION B: PROFICIENCY IN SEARCHING

The OSG policy is to encourage members to seek training for their own proficiency in search by the use of the avenues for learning they feel are most effective for themselves.

Training sessions which involve travel and/or other expenses should be handled by a regular-way request for approval to the relevant Department Head with notification of intent to attend to the Coordinator to keep in the files.

It being the responsibility of the searcher to learn the various components of successful searching, it is, at the same time, the responsibility of the Coordinator to try to create an atmosphere in which the learning can occur. It appears well documented that the following elements are necessary for learning proficiency in online search:

Availability of equipment and instructional materials.
Elementary training by systems vendors.
Online practice time.
A forum consisting of search peer group in which to discuss common concerns.

It is essential to develop a relaxed, self-possessed attitude in the performance of online search. This comes only with practice, both in plotting search strategy and in adequate online practice. The policy of the OSG is that searchers are entitled to a reasonable amount of practice time online. Two significant kinds of practice opportunities are offered by vendors: free time when new databases are introduced, and the ONTAP database on DIALOG. In addition to this, searchers are encouraged to practice whenever they feel the time would be well spent to enhance their ability to search in behalf of the library clientele.

SECTION C: FEES

There are three bases for fees:

- Subsidized (for eligible students, faculty, and staff)
- Non-subsidized
- 150% of total cost

Eligible students, faculty, and staff are those not charging the fee to a research grant or otherwise employing an internal transfer of funds. (Any fee transferred is automatically non-subsidized: we do not transfer funds for subsidized searches.) Eligible students are those enrolled at Emory.

Non-subsidized searches are those done for students, faculty, or staff who wish to transfer funds to cover the cost; or searches done for persons who are friends of Emory by dint of a clearly identifiable connection (e.g., alumni, Members of the Board of Visitors, Trustees, etc.), but who are not enrolled at Emory or employed here.

Searches billed at 150% of total cost are for persons or organizations outside Emory. Such searches should be called to the attention of the Coordinator of Online Search in order that records can be kept of the potential usefulness of the contact to Emory. The Coordinator forwards names of such clients to the Director of Libraries for his possible interest.

All fees should be reckoned on the forms provided, with careful attention being paid to collection not only of the money involved, but also the statistical information requested for records analysis.

See memoranda of April 26, 1979 and April 29, 1979 for fee schedules. 150% of total cost is defined as 150% of the total amount billed at the end of online searches (including prints) or 150% of the total of the online plus offline costs (in the case of BRS). (Memos of 4-26-79 and 4-28-79 follow: pp. 4a and 4b)

26 April 79

TO: Online Search Group
FROM: Jerry J. Donovan, Coordinator
RE: Charges for Online Searching

APPLICABLE DATA BASE SYSTEMS:

BRS
DIALOG*
ORBIT*

BASIC CHARGE:

15 minutes or less, actual charge or $5, whichever is less.

EXTENDED CHARGE:

More than 15 minutes, to be reckoned on actual time in excess of 15 minutes multiplied by the per minute per data base rate on Charge Table (q.v.) added to $5 maximum charge for first 15 minutes of search.

OFFLINE PRINTS:

10¢ each except where otherwise stated on Charge Table (q.v.).

SEARCHOFF SEARCHES:

"Searchoff" searches on BRS cannot be reckoned until the morning after the search is originated. If the patron rejects this time frame, switch to the DIALOG system and proceed regular way for data bases involved. "Searchoff" billing consists of three elements: online time to establish strategy; $1.00 for search offline; and 10¢ per citation (regardless of number of pages generated which is ignored in billing patron).

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* See Charge Table for data bases whose hourly rate for connect time exceeds $89: these data bases have a Basic Charge of $10 for the first 15 minutes and a per minute rate for more than 15 minutes as stated in the table. Online/offline prints vary as stated in the table.

CHARGE TABLE: BRS EXTENDED CHARGE RATE
BRS OFFLINE PRINT CHARGE

DATABASE	BRS LABEL	EXTENDED CHARGE* ONLINE HOUR	MINUTE	OFFLINE PRINT CHARGE
Agricola	CAIN	21	.35	.10 per print is the standard charge for citations printed offline. Exceptions appear below.
Biosis Previews	BIOL	39	.65	
Booksinfo	BOOK	36	.60	
CA Search/CA Condensates	CHEM	51	.85	
CA Search Training	CAST	13	.25	
Dept. of Energy	DOED	27	.45	
Dissertation Abstracts	DISS	29	.50	
Drug Information/Alcohol Abuse	DRUG	26	.45	
Environmental Impact Statements	EIST	21	.35	.50
ERIC	ERIC	21	.35	
Exceptional Child Education Res.	ECER	26	.45	
Federal Energy Data Index	FEDE	21	.35	
GPO Monthly Catalog	GPOM	21	.35	
Health Planning & Administration	HLTH	15	.25	
Inform	INFO	56	.95	.20
Inspec	INSP	51	.85	
Management Contents	MGMT	56	.95	
MEDOC	MDOC	26	.45	
Medlars	MESH	15	.25	
NAL Serials	AGLL	21	.35	
Natl. Instruct. Materials Center	NIMI	21	.35	
Natl. Inst. of Mental Health	NIMH	21	.35	
Natl. Rehabilitation Info Center	NRIC	21	.35	
National Technical Info. Center	NTIS	29	.48	

DATABASE	BRS LABEL	EXTENDED CHARGE* ONLINE		OFFLINE PRINT CHARGE
		HOUR	MINUTE	
New York Times Info. Bank	NYTS	80	1.35	.70 (.35 display online)
Pharmaceutical News Index	PNIA	71	1.20	
Pollution Abstracts	POLL	56	.95	
Pre-Med	PREM	21	.35	
Predicasts/PROMT	PTSP	44	.75	
Psychological Abstracts	PSYC	51	.85	
Public Affairs Info. Ser. Bull.	PAIS	41	.70	
Science Citation Index	SCI	35	.60	
Smithsonian Science Info. Ex.	SSIE	51	.85	
Social Science Citation Index	SSCI	56	.95	
State Publications Index	IHSP	41	.70	

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*Extended Charge rates include database royalties, where applicable, and the Telenet communication charge of $5.00 per hour.

SECTION D: BILLING AND TRANSFER OF FUNDS

New billing forms for cash transactions (i.e., paid for in cash or by check) are in process, this date, and should be available for use in August. These incorporate not only the information relevant to the search itself, but also information about class of user appearing on the Search Request Form.

Transfer of funds is accomplished by use of a stacked carbon form provided by the Treasurer's Office. Complete the form and send it to the Coordinator.

Examples of these three forms follow: see pp. 5a, 5b, and 5c.

SECTION E: REPORTING

Newly revised forms for reporting search activity by month will be distributed for use in reporting July 1979 activity. See pp. 6a, 6b, 6c.

One report form is to be used each month for each database system used (BRS, DIALOG, ORBIT). If you use a system, make up a form for it (do not collapse two systems on to one form).

Monthly reports from each searcher are due the third working day of each month. One copy goes to the relevant Department Head, one copy to the Coordinator of Online Search, and one copy should be kept by the searcher.

Monthly billings from database vendors will be distributed to searchers as promptly as possible, at which time searchers should reconcile the vendor bill with his/her records of searches for that month. The bills should be initialed as OK to pay and returned to the Coordinator, Online Search.

SECTION F: PROBLEMS

If you have problems online, call the customer services number provided by the vendor. If the problem and the solution (or frustration) appear interesting make a note of it to discuss in OSG meetings.

The procedure for claiming time due us because of problems online is to give the printout to the Coordinator with an explanation of what happened. The Coordinator will write the vendor and claim the credit, after which the disposition of the claim will be forwarded to the searcher along with his/her printout.

Other problems: the Coordinator stands ready to try to help with any other problems you may have relating to online search. Please feel free to bring up any matter which gives you concern, even if it seems trivial-- a pattern of various trivia may provide valuable insights into the operation at large (also, poor ideas often lead to really good ones).

ONLINE SEARCH GROUP
MONTHLY SUMMARY REPORT

DATE: ______________

MONTH: ______________

SYSTEM	NUMBER SEARCHES	CONNECT TIME	AVERAGE TIME/SEARCH
BRS	______	______	______
DIALOG	______	______	______
ORBIT	______	______	______
OTHER:			
______	______	______	______
______	______	______	______
______	______	______	______
TOTAL	______	______	______

CATEGORY OF CLIENT

FACULTY ______
GRADUATE STUDENT ______
UNDERGRADUATE STUDENT ______
REFERENCE ______
DEMONSTRATION ______
PRACTICE ______
OTHER:
______ ______
______ ______
TOTAL ______

SOUTHERN ILLINOIS UNIVERSITY/
CARBONDALE 3/80

Morris Library
On-Line Search Service
March 31, 1980

Current on-line policies:

1. Members of the University community (students, faculty, and staff) receive a Library subsidy up to a maximum of $10.00 per on-line search. The subsidy covers the Tymshare and Telenet charges and data base charges. All off-line prints requested by the parties are excluded from the subsidy.

2. A search is defined as a response to a request on a single topic involving entry into one or more data bases available from one or more vendors. Hence, searching for the same information in several data bases receives a single subsidy.

3. We will perform searches for individuals or organizations not associated with the University. However, in these instances the fee structure is: full cost recovery for all aspects of the search (data base charges, Tymshare or Telenet charges and telephone line charges to St. Louis) plus a $15.00 per hour professional service fee to compensate the Library for the time spent by the Library staff preparing the search strategy and performing the search.

4. Since July 1, 1979, School of Medicine personnel are excluded from policy #1 (the $10.00 subsidy).

5. Morris Library absorbs the full cost of the line charges to the St. Louis node of Tymshare or Telenet.

Note: policies one through five were approved 12/22/78

6. Discreet use of the on-line terminal to satisfy otherwise time-consuming reference inquiries is approved as an appropriate on-line activity for library staff memebrs. (Approved 5/3/79)

7. A maximum of $200.00 of General Library Activities funds may be expended each year to acquire manuals and other search aids for the on-line service. The on-line co-ordinator will approve the expenditure of these funds. (approved 5/3/79)

SIU

Southern Illinois
University at Carbondale
Carbondale, Illinois 62901

Morris Library

April 10, 1980

TO: On-line Searchers

FROM: George Black, On-line coordinator

SUBJECT: Addend to on-line policies

Library funded demonstration on-line searches may be made when instructors of class-size groups request them. The searchers should perform such demonstrations in the least expensive data base which will satisfactorily illustrate the system capability and be of interest to the group. Demonstrations should not involve the production of off-line prints. Permission for demonstrations should be cleared with the coordinator of the on-line services. (Approved 4/8/80).

The on-line terminal located within the Science Division is not a public terminal. It is reserved for use by Morris Library personnel with highest priority assigned to those engaged in on-line searching. Other library users should understand that they must accomodate their terminal activities to the needs of the on-line searchers. (Approved 4/8/80).

Members of the library staff engaged in searching are expected to pay for on-line service when the requested searches are for their own personal use. (Approved 4/8/80).

Southern Illinois University at Carbondale
May 1980

SIU

Southern Illinois
University at Carbondale
Carbondale, Illinois 62901

Morris Library

May 13, 1980

TO: On-line searchers

FROM: George Black, On-line coordinator GB

SUBJECT: Revision of fee structure

As agreed upon at our meeting of April 23rd the fee structure for users of the service will be revised as follows:

1) Searches funded through research accounts -

The library will recover its full costs including data base, Telenet or Tymnet, off-line prints and telephone line charges to connect with the on-line vendor. Non-university users will continue to be charged an additional $15.00 per hour to compensate for professional staff time spent preparing and performing searches.

2) Searches being funded from an individual's personal resources -

Morris Library will provide matching funds up to a maximum of $10.00 per search. Costs to be shared include data base charges, Telenet or Tymnet line charges to connect with the on-line vendor. Off-line prints resulting from the searches are specifically excluded from the subsidy.

Note: The new fee schedule becomes effective July 1, 1980.

cc: On-line search staff
Dean Peterson
Dr. Cluff

KLINE SCIENCE LIBRARY
Yale University

Kline Biology Tower, C-8
New Haven, Connecticut 06520

ON-LINE LITERATURE SEARCHING SERVICE

SETTING

Two libraries within the Yale University Library provide on-line literature searches--the Kline Science Library and the Medical Library. Both libraries have experienced staff and terminals. While the searching staff of each library will attempt searches in any subject or on any base, most of the clientele comes from the science and medical communities.

BACKGROUND

The Kline Science Library service was established in 1974. The staff had previously performed manual searches for patrons and to a greatly limited degree will still undertake manual searches. Three staff members perform on-line searches. Each has library training and extensive subject background or experience. One searcher works 20 hours a week and spends most time searching, while the remaining searchers are full-time staff whose primary responsibilities are selection and reference.

EQUIPMENT

Searching is done on a Hazeltine 2000 cathode ray tube terminal with a thermal printer. The library purchased the equipment in 1974 using proceeds from an active photocopy service. The cost of the monthly maintenance contract for the equipment has also tended to come from photocopy proceeds.

VENDORS

The Kline Science Library has contracts with three major vendors--BRS, Inc., Lockheed, and System Development Corporation. The searchers usually select BRS because of the availability of heavily used data bases at favorable rates. The Yale University Library has a single contract with BRS, Inc. Because of heavy use of MEDLINE by the Medical Library, the cost of BRS services to all Yale users is attractive. Before Yale became a BRS subscriber, the Kline Science Library used the Lockheed Dialog system almost exclusively. We used the SDC Orbit system infrequently.

CHARGES

The library charges the patron all identifiable costs of a search. The costs may include all of the following:

--Computer time (the on-line aspect of searching).
--Royalties (based on on-line time or citations printed).
--Off-line print charges.
--Communication costs (e.g., Telenet, Tymeshare, direct dial).
--Handling and mailing costs from the vendor.

We charge all Yale patrons the full cost of the search. Because costs in the past were often relatively high, patrons during the first years of on-line searching tended to have access to research-related funding. With the beginning of the BRS subscription in June 1978, costs declined considerably and we have noted an increase in requests by students paying for searches with their own money. With the considerable exceptions of personnel and hardware the Kline Science Library has not provided a subsidized service to its clientele.

The Kline Science Library staff also perform searches for non-Yale clientele. We charge for all of the costs passed on to Yale patrons; in addition, we add a personnel service charge at the rate of $15 an hour, calculated in minimum increments of 20 minutes or $5. In calculating the personnel cost, we include time spent preparing the search and analyzing search results as well as time spent at the terminal.

PUBLICITY

We have relied on word-of-mouth as our primary means of advertising search services. A mailing of descriptive information to all science faculty in 1977 appeared to yield minimal results. Yet at an institution which emphasizes research the people who may benefit the most from literature searches are the research staff--a large and diverse group. As a means of including the research staff and students in our publicity, we have used a large and prominent bulletin board in the library. Typically, we will mount a display each academic term.

RECORDS

The Kline Science Library uses a form designed in the library to record information supplied by the patron during the initial interview. We also maintain a log to enter information for each search as it is performed. The form and the log are typical of the examples which have been described in the literature.

STATISTICS

With 1976/77 as a starting point the following statistics of minutes of on-line use show the gradual increase of literature searching.

year	minutes	hours	% increase
1976/77	1,175	19.6	
1977/78	1,863	31	59%
1978/79	3,315	55.3	78%
1979/80 ytd	1,827	30.5	

For 1979/80 ytd (July 1 through November 30) the 1, 827 minutes represent 111 primary queries. Their distribution by academic departments and by non-Yale requestors follows:

# of departments	# of searches performed	# of non-Yale patrons	# of searches performed
1	18	1	13
1	15	1	12
1	11	1	5
1	8	1	4
1	7	1	3
1	3	2	1
3	2		
4	1		
	72		39

The average of each query for 1979/80 is 11.05 minutes. Within each query more than one data base may have been consulted. To show the nature of the distribution among data bases (or files), the accompanying table has been taken from the 1978/79 Library Annual Report. A further breakdown by individual data bases has not been done recently. However, it was an analysis done early in 1978 of use of bases on the Lockheed and SDC files which provided the information that the BRS files would meet most of KSL's needs.

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Table 4

LITERATURE SEARCHING

MANUAL SEARCHES

Bibliographic vitae	7
Searches (manual only)	11
Proofreading and/or editing	6
total	24

COMPUTER SEARCHES

system	number of primary searches	number of searches on 2 files	number of searches on 3+ files	number of computer entries
BRS	177	67	32	276
Lockheed	9	6	7	22
SDC	-	-	-	-
total	186	73	39	298

Computer use = 3,315 minutes or 11 minutes per search.

SERVICES

LITERATURE SEARCHING

The service continues to expand at a healthy, but manageable, rate. Below is a summary of online activity; Table 4 contains more details.

ONLINE TIME

	minutes	hours	increase
1980/81	5,002	83	28%
1979/80	3,900	65	18%
1978/79	3,315	55	78%
1977/78	1,863	31	59%
1976/77	1,175	20	

Table 4

LITERATURE SEARCHING

COMPUTER SEARCHES: SUMMARY

391 intellectual questions
534 data base entries

Online time: 5,002 minutes or 83 hours

DATA BASES SEARCHED

data base	# of entries	# of minutes
BIOSIS (biology)	110	969
MESH (medicine)	105	901
CHEM (chemistry)	86	670
INSPEC (physics)	71	533
AGRICOLA (agriculture)	31	298
NTIS (reports)	31	557
other	100	1,074
total	534	5,002

SYSTEMS USED (# of entries)

BRS	478
Lockheed	53
SDC	3
total	534

AFFILIATION OF SEARCH REQUESTORS

Biology	151
Chemistry	54
Forestry	48
Physics	48
MB & B	13
E & AS	7
other Yale	34
non-Yale	36
total	391

ANNUAL REPORTS AND POSITION DESCRIPTIONS

VAN PELT LIBRARY, UNIVERSITY OF PENNSYLVANIA

ANNUAL REPORT

Online Search Services

Academic Year 1979-80

Summary

Academic year 1979-80 saw the completion of training and the beginning of searching by departmental librarians in Lippincott, the Math-Physics, Moore School, and Veterinary School libraries. Search requests for databases available on DIALOG in disciplines served by these libraries were referred by Van Pelt Reference beginning in November, 1979; experienced searchers in Van Pelt continued to act as advisors on search strategy formulation and execution throughout the academic year. Despite these referrals, the total number of searches performed in Van Pelt dropped only slightly from 1978-79. A total of 708 searches (as compared to 797 in 1978-79) were performed in academic year 1979-80. Of these, 305 were paid searches for Penn faculty, students, and staff, 74 were paid searches for non-Penn requestors, 270 were in response to Reference questions, and 59 were for training purposes. The average cost of Reference question searches was $3.07 (for an average of 4 minutes of search time) while the average cost for training searches was $11.80 (for an average of 13 minutes).

New Databases

The number of databases available from Lockheed, SDC, and BRS has continued to grow at a rate of approximately 2 per month from Lockheed, 1-2 monthly from SDC, and one every two or three months from BRS. Of special interest to Van Pelt was the N.Y. Times Information Bank, made available by BRS as a private database for academic library users. Although only a portion of the file is searchable (Jan. 1977-date), it marks the first time the Information Bank has been available from a vendor other than the N.Y. Times. Other new databases available from BRS include several non-royalty files produced by government agencies searchable at the nominal fee of 40¢ per minute. NIMH, from the National Institutes of Mental Health, is one of the more frequently used of these inexpensive files, providing expanded coverage of psychiatric and psychological literature from 1969 to the present.

The Institute for Scientific Information's decision to charge a considerably higher connect rate for accessing the Science Citation Index to those who do not subscribe to the printed index ($120 per hour for nonsubscribers, $30 per hour for subscribers) is an example of what will probably become a trend among database producers.

As a result of a demonstration given at a PARLIE meeting in March, the Reference Dept. decided to purchase a password to The Source, a home-user oriented system developed by the Telecomputing Corporation of America. For the relatively low initial subscription fee of $100 plus $15 per connect hour prime-time (7:00 a.m.-6:00 p.m.) or $2.75 per connect hour non-prime-time (6:00 p.m.-7:00 a.m.), users can sign into a variety of databases offering information on a wide range of consumer and current events topics. Databases include information on airschedules, wine, restaurant guides, current stock quotations, UPI news releases, and consumer information from the N.Y. Times. It was hoped that The Source would provide a quick and inexpensive way of answering reference questions dealing with very recent news items or consumer information. As the password was not received until late May, our experience has been limited primarily to exploring the various databases and capabilities of the system, a task made difficult by the poor documentation in the manual.

Staff Training and Development

Jane Bryan, Russ Chenoweth, Jean Haley, John Kupersmith, Ellen DeMarinis, Joan Anderson, and Louise Coursey continued as active searchers in the Reference Dept. In addition, Bob Harned and Nancy Huntington attended the basic training session for Lockheed in April. Bob has since performed several searches on ERIC and Psychological Abstracts. Searchers continued their training by attending Lockheed subject seminars, presentations by database producers given at PARLIE meetings, discussions at Online Search Services meetings, and reading printed materials (Online and Database magazines, system newsletters, database newsletters, etc.).

A system whereby search requests could be more equitably distributed among searchers was devised in November; search requests were placed in a "hot box" at the Reference desk when received, and searchers were responsible for selecting those that matched their capabilities, interests, and schedules. The old system of having the Online Search Services Librarian distribute requests herself was resumed, however, when it was determined that the box was not being checked often enough during especially busy times.

Publicity

Several demonstrations aimed at acquainting faculty with online searching were given in academic year 1979-80. In February, a faculty seminar entitled "Online Searching in the Social Sciences" was presented which included an introduction to online searching in general and an actual demonstration using a video screen rented from the Wharton School. Although attendance was not as great as had been hoped, the response by attendees was favorable and several search requests were received as a result of the talk. A demonstration for Department Heads of the Wharton School was given in April at which Marty Lightwood demonstrated searching on business databases. The Online Search Services Librarian also gave a demonstration to faculty and graduate students in the Moore School in February using the terminals available in the T.V. room at the Moore School.

As a supplement to the one-page information sheet on Online Search Services, Russ Chenoweth wrote a lengthier introduction to the subject for those new to online searching or requesting more information on the search process. Postcards annoucing the availability of new databases have also been designed to be mailed to faculty members in appropriate departments.

Equipment

The purchase of a highspeed printer (120 cps) in June has enabled searchers in Van Pelt to print more citations online for patrons unable to wait for offline printouts to arrive in the mail. Although the cost of online printing varies with the time of day and length of citations, in most cases online printing can be done at a cost comparable to that charged for offline printing. Speedier printing of bibliographies coupled with lower total connect costs has made online searching a possibility for those previously unable to afford it. It has also reduced the cost of reference searches considerably.

Plans for Academic Year 1980-81

It is hoped that by early 1981 everyone in the Reference Dept.(part-time and full-time) will be trained to perform at a minimum simple searches in response to Reference questions at the desk. When an RLIN terminal is available that will permit dial-up access to BRS, SDC, and Lockheed, as well as access to RLIN, reference questions can be easily answered at the desk instead of running upstairs when time permits as is currently the procedure. Continued efforts need to be made to publicize online searching to new faculty, students, and staff and to those who have still not been reached by faculty seminars and similar demonstrations. With more trained searchers, the possibility of becoming overwhelmed by search requests at busy times of year becomes less of a reality, and with an increase in the number of inexpensive databases and a faster printer, online searching becomes attractive to a larger number of library users.

Jean W. Haley
Online Search Services Librarian
August 18, 1980

Princeton University: Department Woodrow Wilson School Library

To Donald W. Koepp

Date July 17, 1981

Subject PURRS Annual Report, 1980-81

From Linda Oppenheim

INTER-OFFICE CORRESPONDENCE

Data base searching in the Princeton University Library system for 1980-81 is documented by the tables following this report. As was stated in an earlier memo, we have been seeking a more logical system of reporting searching statistics, one which corresponds better to the service given each patron than to the structure of the data base industry, and one which will be consistent for all the Princeton University libraries. Practically from the start of the service the reports of terminal use varied from searcher to searcher. Some searchers reported one search as two or more searchers depending on the number of vendor systems used. (To simplify checking vendor invoices, separate log records are kept for each data base service.) Others went further and counted as a search each data base used, even though several were searched to provide information for only one patron request. To provide some measure of uniformity this year all searchers were asked to use the first method (searches divided by vendor) for reporting. Therefore the lower number of contacts indicated in the tables of searching statistics may be a reflection more of the accounting method than the actual level of activity. For the sake of comparison looking at the amount of time spent at the terminal last year and this is probably more meaningful.

It should be noted that we will encounter the same problem next year, since we will be using the definition in the recent ALA questionnaire on the financing of online search services-"the interactive access by computer to as many databases as the searcher considers necessary to conclude the search" without regard to the number of vendor systems used. At that time the question "What is a search?" will be settled for our purposes.

The amount of time spent at the terminal overall increased this year by 12% from 270 hours in 1979-80 to 303 hours in 1980-81. The time spent doing searches, for which costs the Library is reimbursed, increased by 7% throughout the system. This was the first year that the Library did not subsidize searches to any degree, yet most libraries maintained or increased the amount of time searching. The amount of terminal time spent in searching activities that were charged to the PURRS account, i.e. reference searches, practice time, demonstrations, etc. remained constant.

Approximately $2826 remained in the PURRS account at the end of the fiscal year. Total expenses came to $4338. Income in cash and interdepartmental transfers totaled $7164.

The PURRS service expanded this year to include the searching of the RLIN data base. The General Reference staff used RLIN for reference searches through the entire year. In May and June most searchers in the branch libraries and in Firestone's special collections were trained to search this data base, which contains the recently cataloged holdings in the Princeton University Library, as well as those in the Library of Congress and the member libraries of the Research Libraries Group. This is our first step toward public access to an online catalog. Carol Tobin of Firestone's General Reference Division is responsible for the RLIN activities of PURRS, and her report follows.

Thirteen PURRS searchers were trained in May and June on RLIN I, books and non-books, in four training sessions. Seven locations reported RLIN use since the training. Of the 44 searches done in all locations, 11 were for verification, 11 for selection, 9 for practice (including the 4 training sessions), 7 for reference (answering factual questions), 3 to determine the holdings for a title, and 3 for in-house cataloging. In May, the last month for which a bill is available, the total cost of searching RLIN was $193.45. This was for 25 searches done in four locations and includes two training sessions that lasted for 30-45 minutes online.

Janice Wellburn, Psychology Librarian, was trained to search the Lockheed DIALOG system and learned BRS searching from Carol Tobin. Deborah Raikes and Sally Burkman of the Documents Division were trained by Linda Oppenheim to search GPO's Monthly Catalog on DIALOG to verify document citations and get information for processing. Advanced training sessions offered by Lockheed were attended by Stan Yates and Carol Tobin. Stan went to the seminars on science/technology information, chemistry information sources and patent searching, and Carol attended the government documents and legal information seminars. A representative of the New York Times Information Bank, which is now available through BRS, came to Princeton for a presentation that was attended by several searchers. Princeton searchers have been active in a number of organizations and represented the Library at the major conferences held this year. Carol Tobin went to the LACUNY workshop on searching social science and humanities databases. Linda Oppenheim went to Online '80 which was held in San Francisco. David Goodman, Carol Tobin, and Helen Zimmerberg went to one day each of the National Online Meeting in New York. Linda Oppenheim went with Dave Stager, Patty Bridges and Laurie Larson to the HOLUG (Hudson-Valley Online Users Group) Online Equipment Fair. Several searchers are active in ALA MARS (Machine Assisted Reference Service) and in PARLIE (Philadelphia Area Reference Librarians Information Exchange). The April meeting of PARLIE was held at Princeton and David Goodman gave a talk to the group about his experience this year teaching selected graduate students and post-doctoral fellows to do their own searching.

CC: G. Odell, J. Aroeste, PURRS Steering Committee and Searchers

PURRS Annual Report, 1980-81

Overall Terminal Use (Contacts/Minutes)

	1979-80	1980-81
Biology	326/7267 (121 hrs.)	295/3151 (52.5 hrs.)
Chemistry	310/2672 (44.5 hrs.)	171/2466 (41 hrs.)
Documents	16/ 52	55/ 432 (7 hrs.)
Engineering	312/3867 (64.5 hrs.)	158/2665 (44.5 hrs.)
Firestone	150/1344 (22.5 hrs.)	211/1713.5 (28.5 hrs.)
Plasma Physics	442/3641 (61 hrs.)	328/3171 (53 hrs.)
Psychology	226/1638 (27 hrs.)	120/1217 (20 hrs.)
Woodrow Wilson School	130/1620 (27 hrs.)	187/3356 (56 hrs.)
TOTAL	1912/16195 (270 hrs.)	1525/18171 (303 hrs.)

Type of Use

1. Search (Patron-funded)

Biology	268/2198 (37 hrs.)	235/2920 (48.5 hrs.)
Chemistry	261/2263 (38 hrs.)	152/2310 (38.5 hrs.)
Documents		43/269 (4.5 hrs.)
Engineering	242/3361 (56 hrs.)	79/2126 (35.5 hrs.)
Firestone	85/1020 (17 hrs.)	119/1066 (18 hrs.)
Plasma Physics	276/2020 (34 hrs.)	163/2091 (35 hrs.)
Psychology	168/1476 (25 hrs.)	89/1035 (17 hrs.)
Woodrow Wilson School	86/1312 (22 hrs.)	115/2931 (49 hrs.)
TOTAL	1436/13775 (230 hrs.)	1015/14803 (247 hrs.)

Type of Use

	1979-80	1980-81
2. Reference		
Biology	16/56	55/188 (3 hrs.)
Chemistry	25/105	10/ 73
Documents	7/ 20	9/ 26
Engineering	52/221 (4 hrs.)	49/208 (3.5 hrs.)
Firestone	52/223 (4 hrs.)	42/152.5 (2.5 hrs.)
Plasma Physics	162/697 (12 hrs.)	153/841 (14 hrs.)
Psychology	27/131 (2 hrs.)	8/ 33
Woodrow Wilson School	27/131 (2 hrs.)	52/205 (3.5 hrs.)
TOTAL	338/1579 (26 hrs.)	378/1726.5 (29 hrs.)

	1979-80	1980-81
3. Practice		
Biology	0	1/ 8
Chemistry	23/302 (5 hrs.)	7/ 74
Documents	0	1/ 93
Engineering	18/253 (4 hrs.)	30/331 (5.5 hrs.)
Firestone	3/ 16	47/464 (8 hrs.)
Plasma Physics	4/ 19	7/204 (3.5 hrs.)
Psychology	6/ 15	15/105
Woodrow Wilson School	0	15/112
TOTAL	54/605 (10 hrs.)	114/1332 (22 hrs.)

	Type of Use 1979-80	1980-81
4. Demonstration		
Biology	2/ 13	4/35
Chemistry	1/ 2	2/ 9
Documents	0	0
Engineering	0	0
Firestone	8/ 73	3/ 31
Plasma Physics	2/ 11	5/ 35
Psychology	5/ 21	8/ 44
Woodrow Wilson School	8/ 52	4/ 44
TOTAL	26/172 (3 hrs.)	23/169 (3 hrs.)

5. Training		
Documents		2/44
Woodrow Wilson School		1/64
TOTAL		3/108

Vendor Use

	1979-80	1980-81
1. BRS		
Biology	42/403 (7 hrs.)	108/1380 (23 hrs.)
Chemistry	119/1405 (23 hrs.)	48/746 (12.5 hrs.)
Documents	6/ 23	37/315 (5 hrs.)
Engineering	111/1233 (20.5 hrs.)	29/319 (5 hrs.)
Firestone	80/637(11 hrs.)	104/822 (14 hrs.)
Plasma Physics	8/ 30	11/ 71
Psychology	124/1145 (19 hrs.)	93/991 (16.5 hrs.)
Woodrow Wilson School	55/728 (12 hrs.)	93/2168 (36 hrs.)
TOTAL	545/5634 (93.5 hrs.)	531/6716 (112 hrs.)
2. DIALOG		
Biology	284/1864 (31 hrs.)	187/1771 (29.5 hrs.)
Chemistry	191/1267 (21 hrs.)	123/1720 (28.5 hrs.)
Documents	10/ 29	18/117 (2 hrs.)
Engineering	195/2562 (43 hrs.)	129/2346 (39 hrs.)
Firestone	39/417 (7 hrs.)	104/870.5 (14.5 hrs.)
Plasma Physics	183/794 (13 hrs.)	99/836 (14 hrs.)
Psychology	102/493 (8 hrs.)	27/226 (4 hrs.)
Woodrow Wilson School	58/640 (11 hrs.)	78/967 (16 hrs.)
TOTAL	1062/8066 (134.5 hrs.)	745/8859.5 (147.5 hrs.)

Vendor Use

	1979-80	1980-81
3. New York Times Information Bank		
Firestone	30/285 (5 hrs.)	3/21
Woodrow Wilson School	5/141 (2 hrs.)	4/90
TOTAL	35/426 (7 hrs.)	6/53
4. SDC		
Woodrow Wilson School	12/81	12/131
5. RECON		
Engineering	6/72	0
Plasma Physics	248/1874 (31 hrs.)	218/2264 (38 hrs.)
TOTAL	254/1946 (32 hrs.)	218/2264 (38 hrs.)
6. RLIN*		
Chemistry		7
Documents		1
Engineering		5
Firestone		21
Mathematics		1
Plasma Physics		3
Woodrow Wilson School		6
TOTAL		44

* Numbers not included in the count for overall terminal use

PRINCETON UNIVERSITY REFERENCE RETRIEVAL SERVICE
Annual Report 1979-80

The 1979-80 academic year saw changes in the administration of the PURRS search service. Nancy Klath, Glendon Odell, and Barbara Brown retired from the PURRS Steering Committee leaving the administration of the service almost entirely in the hands of active searchers. Mr. Odell remains on the committee as an ex officio member. These three individuals were instrumental in establishing computerized literature searching at Princeton and in fostering its growth. Their pioneering efforts are greatly appreciated.

The attached tables indicate that online searching has continued to grow. We fulfilled 1436 search requests this year, approximately six requests a day. This is one and a half times the number of searches performed in 1978-79. In the last annual report it was mentioned that the service has not yet begun to level off as one would expect at this point in PURRS history. While the service as a whole has continued to grow, it is interesting to note that the locations that have been offering the service longest (Engineering, Plasma Physics, and Firestone) seem to have reached a plateau in the number of requests.

The drop in the number of reference uses of the terminal reflects the moratorium that was imposed on reference use early in the year in an attempt to keep spending within the budget. The effort worked, since we ended the year $2787 in the black. We took in $10,316 ($3553 in cash and $6763 in interdepartmental transfers) in addition to our $7500 budget allocation for the year. Our expenses ran to $15,029. The final figure for the 1980-81 PURRS budget has not yet been settled, but it should be adequate to support the nonreimbursable PURRS activities—reference, training, practice and demonstrations.

The Library has subsidized searches since the service was initiated. This year it was decided that subsidies can be dropped without significantly harming the volume of service. As of July 1, 1980 members of the University community who request a search will be required to pay the full online and offline costs. There will not be a charge for the use of the equipment or for staff time.

PURRS accounting activities, the distribution of vendors' statements for verification and the receipt of payments, were centralized in the Library's Accounting Office under the supervision of Lisa Scheill. Terry Wiggins, Carol Hazen, and Tom Conkling of the PURRS Database Subcommittee produced a very useful list of databases with descriptions and prices. The list is currently being processed at the Computer Center so that it can be updated three or four times a year. Terry also developed new search request and record forms.

No new searchers were trained this past year, but new searching locations were established. A terminal was acquired for the Documents Division and the terminals already located in the Woodrow Wilson School are used for PURRS searching. There are plans to train three searchers in the near future. It was determined that it is not cost effective for Princeton to duplicate the technical training packages offered by the commercial search services. Rather, PURRS will supplement vendor training by having a trained searcher assist the librarian in learning to develop search strategy and by tutoring him/her at the initial terminal sessions. We have budgeted ten hours of practice time for each of the new searchers.

David Goodman is experimenting with a different type of training. With the support of the Chemistry Department, he is teaching graduate students to do their own searching. We know that programs are being developed, which will allow the end user to search. The systems currently available have been considered too complex for library patrons who would need to use the service infrequently. In the case of Chemical Abstracts, the printed version may be more complicated to use than the online system. We will be interested in seeing the results of David's training efforts.

The members of the PURRS Steering Committee must be acknowledged for the time and effort they spent to keep the service running smoothly: Jean Aroeste, Kevin Barry, Judy Frazer, Dolores Hoelle, Terry Wiggins, and Helen Zimmerberg. I want to thank them for their hard work, cooperation, and support.

Linda Oppenheim

Linda Oppenheim, Chairman
PURRS Steering Committee

PURRS Annual Report, 1979-80 *

Terminal Use

	1978-79	1979-80
Biology	257/1858 (31 hrs.)	326/7267 (121 hrs.)
Chemistry	157/1579 (26 hrs.)	310/2672 (44.5 hrs.)
Documents (Terminal installed March, 1980)		16/52
Engineering	402/4064 (68 hrs.)	312/3867 (64.5 hrs.)
Firestone	201/2512 (42 hrs.)	150/1344 (22.5 hrs.)
Plasma Physics	461/3253 (54 hrs.)	442/3641 (61 hrs.)
Psychology	122/847 (14 hrs.)	226/1638 (27 hrs.)
Woodrow Wilson School (Local searching began August, 1979)	________________	130/1620 (27 hrs.)
TOTAL	1600/14133 (235 hrs.)	1912/16195 (270 hrs.)

Type of Use

Search

	1978-79	1979-80
Biology	216/1667 (28 hrs.)	268/2198 (37 hrs.)
Chemistry	111/1078 (18 hrs.)	261/2263 (38 hrs.)
Engineering	239/3036 (51 hrs.)	242/3361 (56 hrs.)
Firestone	80/1372 (23 hrs.)	85/1020 (17 hrs.)
Plasma Physics	249/2335 (39 hrs.)	276/2020 (34 hrs.)
Psychology	80/716 (12 hrs.)	168/1476 (25 hrs.)
Woodrow Wilson School	________________	86/1312 (22 hrs.)
TOTAL	975/10204 (170 hrs.)	1436/13775 (230 hrs.)

*Please allow for a 2% variable among these figures

Type of Use

Reference

	1978-79	1979-80
Biology	20/58	16/56
Chemistry	22/195 (3 hrs.)	25/105 (1.5 hrs.)
Documents (Terminal installed March, 1980)		7/20
Engineering	91/324 (5 hrs.)	52/221 (4 hrs.)
Firestone	77/544 (9 hrs.)	52/223 (4 hrs.)
Plasma Physics	2[illegible]/883 (15 hrs.)	162/697 (12 hrs.)
Psychology	38/114 (2 hrs.)	47/126 (2 hrs.)
Woodrow Wilson School (Local searching began August, 1979)		27/131 (2 hrs.)
TOTAL	453/2118 (35 hrs.)	338/1579 (26 hrs,)

	Practice, 1979-80	Demonstration, 1979-80
Biology		2/13
Chemistry	23/302 (5 hrs.)	1/2
Engineering	18/253 (4 hrs.)	
Firestone	3/16	8/73
Plasma Physics	4/19	2/11
Psychology	6/15	5/21
Woodrow Wilson School		8/52
TOTAL	54/605 (10 hrs.)	26/172 (3 hrs.)

	Processing, 1979-80
Documents	9/32

Vendor Use, 1979-80

	DIALOG	BRS
Biology	284/1864 (31 hrs.)	42/403 (7 hrs.)
Chemistry	191/1267 (21 hrs.)	119/1405 (23 hrs.)
Documents	10/29	6/23
Engineering	195/2562 (43 hrs.)	111/1233 (20.5 hrs.)
Firestone	39/417 (7 hrs.)	80/637 (11 hrs.)
Plasma Physics	183/794 (13 hrs.)	8/30
Psychology	102/493 (8 hrs.)	124/1145 (19 hrs.)
oodrow Wilson School	58/640 (11 hrs.)	55/728 (12 hrs.)
TOTAL	1062/8066 (134.5 hrs.)	545/5634 (93.5 hrs.)

	NYT INFORMATION BANK
Firestone	30/285 (5 hrs.)
Woodrow Wilson School	5/141 (2 hrs.)
TOTAL	35/426 (7 hrs.)

	RECON
Engineering	6/72
Plasma Physics	248/1874 (31 hrs.)
TOTAL	254/1946 (32 hrs.)

	SDC
Woodrow Wilson School	12/81

Database Usage, 1979-80

Chemical Abstracts (CA, CHEM)	2376 (40 hrs.)
Biological Abstracts (BIOSIS)	1601 (27 hrs.)
Index Medicus (MESH)	1326 (22 hrs.)
Inspec	1300 (22 hrs.)
Energy Database	903 (15 hrs.)
Nuclear Science Abstracts	885 (15 hrs.)
Psychological Abstracts	834 (14 hrs.)
NTIS	783 (13 hrs.)
Science Citation Index	771 (13 hrs.)
Engineering Index (Compendex)	649 (11 hrs.)
Social Science Citation Index	550 (9 hrs.)
New York Times Information Bank	516 (8½ hrs.)
ERIC	502 (8 hrs.)

USER PUBLICITY

INTRODUCTION

The incumbent serves as a senior reference librarian in the Central Research Services with responsibility for directing the online bibliographic data base program throughout the SIL in all subject areas of interest to SIL. The incumbent also provides manual reference and bibliographic services as required.

DUTIES

Directs machine-assisted reference service program throughout SIL monitoring costs maintaining statistics and summarizing use of services.

Maintains awareness of advances in technology in online services assessing their importance to the SIL.

Keeps up with improvements and changes in data bases and utilities through participation in national and regional meetings (e.g. ALA-MARS, ASIS local online users' groups), and communicates information to other SIL searchers.

Coordinates and monitors activities of other SIL bibliographic data base searchers.

Promotes use of machine-assisted reference services through demonstrations and other forms of publicity and keeps SIL staff aware of changes in online data bases as necessary.

Recommends addition of new searchers in response to assessment of needs and knowledge of personnel and designs program of training for new searchers.

Provides advanced and extensive reference and literature search services both electronically and manually.

Provides technical advice and assistance in online searching to SI scientific and program staff.

Selects literature (manuals, thesauri; etc.) to keep current with developments in the field of online searching so that searching will be accurate and economical.

Maintains continuing contacts with Smithsonian staff, visiting scientists and scholars, subject-matter specialists, officials of other government libraries and private institutions to provide reference and literature search services, to encourage and facilitate an exchange of information regarding new developments and techniques, and to cooperate on programs of mutual interest. Keeps abreast of the latest developments in the field through individual study and research, attendance at professional meetings, seminars, conferences, etc.

SUPERVISORY CONTROLS

The incumbent receives general supervision from the Chief, Central Research Services, performing assignments independently in accordance with established library policies and practices, with a minimum of technical direction received from the supervisor. Work performance is evaluated on the basis of end results of work accomplished, and for overall effectiveness in rendering services to library clientele.

COMPUTER-AIDED BIBLIOGRAPHIC SEARCHING

HARVARD UNIVERSITY LIBRARY

COMPUTER-AIDED BIBLIOGRAPHIC SEARCHING in the HARVARD UNIVERSITY LIBRARY

WHAT IS COMPUTER-AIDED BIBLIOGRAPHIC SEARCHING?

The access to large subject oriented indexes maintained on, and available through communication with, computers. Most of these data bases correspond to one or more printed sources. The computerized form allows for more efficient and flexible access to the information sought, and frequent updates ensure the currency of subject coverage. The result of a computer-aided bibliographic search is a customized bibliography printed on-line (more immediately available for use) or off-line (with receipt within 1 week, but significantly lower in cost than on-line printing). Some data bases also have abstracts stored which may be printed as well. Access is accomplished by the specification and combination of index terms and other qualifiers (e.g., date) to provide a complete, but specific, bibliography.

HOW IS A COMPUTER-AIDED BIBLIOGRAPHIC SEARCH DONE?

Planning prior to the actual search is necessary for several reasons. An appointment should be made with the Reference Librarian to allow for the development of an efficient search strategy and to insure the librarian's undivided attention for the search. A form or questionaire, available at the individual libraries, should be completed providing an adequate subject outline and problem definition to aid in the construction of an efficient and comprehensive search strategy. User presence for the on-line search is often encouraged so that the search results may be evaluated and the strategy modified so that the most useful references are retrieved. Careful planning of the search reduces the cost as well, since costs are based on time spent on-line.

WHY IS A COMPUTER-AIDED BIBLIOGRAPHIC SEARCH DONE?

Although the computer-aided bibliographic search involves a cost to the user, the benefits are numerous. The frustration and tedium of manual searches of printed indices are avoided; the computer searches the entire listing (usually the equivalent of many volumes of the printed source) in a matter of seconds retrieving relevant citations. Citations and abstracts may be printed out on-line or off-line, eliminating the effort of recording and maintaining manual files of pertinent citations. The multi-topical approach available through the on-line access to a variety of data bases allows for much greater ease in interdisciplinary searches, broad subject surveys, or cross-disciplinary information retrieval. Computer-aided searching is a service offered by the Harvard University libraries and may not be the most appropriate solution to an individual's information needs. Reference Librarians in all units offering on-line searches will help assess the suitability of computer-aided searching and may be able to suggest a printed source as a better, alternative, or adjunctive solution.

WHERE ARE SUCH SERVICES AVAILABLE AT HARVARD?

BAKER: The Reference Department of Baker Library offers on-line searching of a wide range of data bases in business and related fields. For further information, price schedules, and subject forms, please see a Baker reference librarian or telephone 495-6397.

CABOT SCIENCE LIBRARY: Cabot is the newest of the on-line search services at Harvard and currently offers searches on the INSPEC data base only. Please stop by the Reference Desk in Cabot or telephone 495-5353 to arrange for a search or for current information on new and imminent data base availability.

CHEMISTRY: Services available to department members only.

COUNTWAY: Information needs not readily satisfied by Index Medicus or other published indexing and abstracting journals in the medical sciences can often be quickly met through computer-aided searches done by the reference librarians at Countway. For further information and price schedules visit or telephone the Countway Reference Desk, 732-2147.

GUTMAN: The data bases available are primarily in the areas of education, psychology, sociology and other social sciences. Many of the corresponding printed resources are available, as is the complete collection of non-copyrighted ERIC materials in microform. Please contact the Reference Division, 495-3421, for information concerning fees and procedures for initiating a search.

LAW: The Reference Department at the Law School Library provides access to LEXIS, a full text, interactive computer system for legal research used primarily by Law School students and faculty. Limited access for other Harvard community members may be provided free of charge by Law Library staff. LEXIS may not be used in connection with work done for commercial purposes. Please contact the Reference Department at the Library, 495-4516, for more information.

PSYCHOLOGY: Services available to department members only.

WIDENER: The data bases cover a wide range of subjects. Please telephone 495-2411 or stop by the Reference Desk on the second floor of Widener Library for more information or to make an appointment for a consultation with a reference librarian.

WHAT DATA BASES ARE AVAILABLE THROUGH THESE SERVICES AT HARVARD?

Descriptions of all data bases currently available at Harvard are on the pages following.

(deleted from kit)

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A Selected List of Data Bases

For a complete list of data bases available in your subject area ask for an information sheet at one of the Reference Desks.

ABI/INFORM, 1971-
Accountants' Index, 1974-
Air Pollution Abstracts, 1966-
America: History and Life, 1964-
American Statistics Index, 1973-
Aquatic Sciences and Fisheries Abstracts, 1975-
Bibliography and Index of Geology, 1961-
Bibliography of Agriculture, 1970-
Biological Abstracts, BioResearch Index, 1969-
Chemical Abstracts, 1970-
Commonwealth Agricultural Bureaux Indexes, 1970-
Conference Papers Index, 1973-
Congressional Information Service Index, 1970-
Dissertations Abstracts International, 1861-
Energy Index, 1971-
Engineering Index, 1970-
Environment Index, 1971-
Excerpta Medica, 1975-
Food Science and Technology Abstracts, 1969-
Funk and Scott Index, 1972-
Government Reports Announcements/Index, 1964-
Historical Abstracts, 1973-
International Economic Abstracts, 1974-
Management Contents, 1974-
Monthly Catalog of U.S. Government Publications, 1976-
Oceanic Abstracts, 1964-
Pollution Abstracts, 1970-
Psychological Abstracts, 1967-
Public Affairs Information Service, 1976-
Safety Science Abstracts, 1975-
Science Citation Index, 1974-
Social Science Citation Index, 1972-
Sociological Abstracts, 1963-
Toxicity Bibliography, 1972-
U.S. Political Science Documents, 1975-

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6.1.

COLORADO STATE UNIVERSITY
LIBRARIES

CLASS

Computerized
Literature
Access
Search
Service

June 1980

CLASS

The Computerized Literature Access Search Service (CLASS) is offered by the CSU Libraries through arrangements with the Lockheed Retrieval Service, Systems Development Corporation, and the U.S. Government. CLASS enables researchers to locate and select bibliographic information from a growing number of machine-readable indexes and abstracts.

Advantages and Disadvantages of On-Line Searching

There are many advantages to on-line searching. A major benefit is that it is faster than manual searching. Also, because the computer can search abstracts and titles as well as subject terms a search can be done on a very specific topic for which it would be difficult or impossible to locate material by searching manually.

One limitation of computer searching is that some data bases do not include all of the volumes available in the printed version of the index or abstract and thus computer searching may have to be combined with a manual retrospective search. Also, relationships between terms cannot be specified. Thus a search requesting the effects of "A" on "B" will also retrieve the effects of "B" on "A".

Requesting a Search

If you would like to discuss a possible search, contact the appropriate subject librarian listed below. Before the search is conducted you will need to make a list of your topic's key terms and their synonyms. Usually the person requesting the search is present when it is done so that revisions in search strategy can be made.

Richard Beeler
Business and Economics, Room 118, Phone 491-5911

Judy Berndt
Social Sciences, Room 10, Phone 491-5911

Barbara Burke
Engineering, Engineering Sciences Branch Library, Phone 491-8694

Suzanne Johnson or Dorothy Leising
Bio-medical Sciences, Room 214, Phone 491-5911

Antoinette Lueck
Physical Sciences, Room 213, Phone 491-5911

Emily Taylor
Humanities, Room 10, Phone 491-5911

Marianna Wagers
Forestry and Agriculture, Room 213, Phone 491-5911

Sources For On-Line Searching

At the Reference and Science Reference Desks information sheets are available listing data bases in each of seven subject areas (corresponding to the seven persons and areas listed above.)

Search Results

The typical product of a search is a bibliography consisting of those references, including abstracts, retrieved in response to key words which reflect the search topic. For searches resulting in a relatively small number of citations the output may be printed on-line and be available immediately. Alternatively, larger sets of results are printed off-line the same day and mailed to the Library. When the print-out arrives, normally within three to five days from the date the search was done, the requestor is notified. Payment is made at the time the print-out is picked up.

Prices and Methods of Payment

Since the data bases are accessed through vendors this service is provided by the Libraries on a cost-recovery basis. Because the vendors' rates vary greatly and each search request differs in scope and complexity, an estimated cost can be given at the time of the search request, but the exact cost of each search is calculated upon completion. It is based upon actual on-line computer time (including telecommunications costs), the cost of off-line printing, and a small service fee to cover such operating expenses as telephone service, equipment, and supplies.

Three methods of payment are available:

1. Users may pay by cash or personal check (made out to the Colorado State University Libraries.)
2. CSU users who who wish to charge searches to departmental accounts may pay with an I.M.O.
3. Local businesses can be billed.

Continuous Updating Service

Users may wish to obtain continually updated information on subjects. Arrangements for the continuous updating service may be made through the appropriate subject librarian.

B1.

UNIVERSITY OF MISSOURI 1980

SELECTED DATABASES

SCIENCE/TECHNOLOGY

- AGRICOLA
- BIOSIS Previews
- Chemical Abstracts
- Enviroline
- Excerpta Medica
- INSPEC
- Oceanic Abstracts
- Pollution Abstracts
- Science Citation Index
- Weldasearch
- World Textiles

SOCIAL SCIENCE/HUMANITIES

- America: History & Life
- ARTMODERN
- Child Abuse & Neglect
- Congressional Info. Service
- Economic Abstracts Intl.
- ERIC
- LABORDOC (ILO)
- MLA Bibliography
- Natl. Inst. Mental Health
- Newsearch
- New York Times Info. Bank
- PAIS
- Philosopher's Index
- Psychological Abstracts
- Sports and Recreation Index
- RILM

BUSINESS

- ABI/Inform
- Accountants Index
- Disclosure
- Foreign Traders Index
- Management Contents
- Newspaper Index
- Predicasts, Inc.
- Trade Opportunities

PLUS

- Conference Papers Index
- Dissertation Abstracts
- American Statistics Index
- Magazine Index (Popular)
- Grants Index

Elmer Ellis Library

University of Missouri - Columbia

Columbia, Missouri

1980

Online Search Service

UNIVERSITY OF MISSOURI LIBRAR

The UMC Libraries offer online literature searching of computerized databases. The DATABASES are computer-readable versions of indexes and abstracting services. ONLINE searches are efficient, time saving, and particularly useful when you are searching subjects in combination or a new topic that is difficult to locate in printed sources. The result of an online search is a BIBLIOGRAPHY tailored to your topic.

The Libraries have access to over ONE HUNDRED databases covering the fields of SCIENCE, BUSINESS, SOCIAL SCIENCE, AGRICULTURE, and the HUMANITIES. The databases include material from journals, books, conference papers, reports, government documents, and other sources. You will likely see familiar titles in the list of databases in this pamphlet. Most databases are updated sooner and more frequently than the corresponding print sources. Other databases do not have a print counterpart.

Searching a topic online goes beyond the limits of traditional manual methods of searching. Not only can one search by author or subject headings, but other categories as well, such as author's institution, journal title, company name, date, language, SIC code, conference name, Chemical Abstracts Registry Number, etc.

An Online search consists of translating a subject request into groups of KEYWORDS. The concepts represented by the keywords are related to each other by logical operators such as AND, OR, and NOT. Relationships between concepts may be illustrated by VENN diagrams.

The search service is available to all UMC students, faculty and staff. The service is available to persons outside of the University on a limited basis. Researchers wanting a bibliography on a topic may request a search at the library branch or division serving their subject area or at one of locations listed in this pamphlet.

When you request a search, a librarian, or search analyst, will ask you to describe your topic by filling out a questionnaire. All searches are done on an appointment basis; a date and time will be arranged. We request that the patron of the search service be present at the search session.

Before the search, the search analyst will explain costs to you. The libraries must provide searches on a partial cost recovery basis. This means the patron will pay for the direct costs of the search and the library will assume most overhead costs. The cost of a search depends on which databases are searched, and the complexity and comprehensiveness of the topic. An estimate can be provided. Payment for a search may be by personal check, cash or interdepartment order (IDO).

If you are interested in an online search, or would like more information, please contact the librarian in your area or at one of the four terminal locations listed here:

General Reference
Coordinator, Online Search Service
202 E Ellis Library
882-7415

Engineering Library
2017 Engineering Building
882-2379

Medical Library
M 210 Medical Center
882-8086

Research Park Library
Dalton Research Center
882-3527

WHAT IS THE PROCEDURE?

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APPOINTMENT. Get in touch with Reference Services at the McKeldin Library (454-5704), the White Memorial Library (454-2609), or the Engineering and Physical Sciences Library (454-3037) to schedule an interview.

INTERVIEW. Having determined what you want, a reference librarian will formulate a search strategy to insure an efficient search.

SEARCH. The reference librarian does the search, usually on the same day as the interview.

PRINT-OUT. Usually your print-out is received at the library within four working days. If you want on-line printing, you receive the citations immediately; but this service is expensive. Upon payment of your bill (by check or money order, or an interdepartmental billing), you receive your search. If you need any interpretation of it, a reference librarian will help you.

B1.0

CARS

COMPUTER ASSISTED RESEARCH SERVICE

Answers to frequently-asked questions about COMPUTER SEARCHING

University of Maryland
College Park Libraries

August, 1979

WHAT IS CARS?

The Computer-Assisted Research Service is a computer-based retrieval system. It allows a researcher to compile a bibliography or a set of facts pertinent to a specific topic. With a reference librarian as intermediary, one can search a database for the most up-to-date information in the sciences, the social sciences, or the humanities.

WHAT ARE THE RESULTS?

A CARS search provides either a bibliography or a set of facts. Each bibliographic citation includes author, title, source, and often an abstract. The text of an article is not printed. The bibliography can cite journal articles, dissertations, government reports, technical papers, conference proceedings, and books. References are not restricted to the holdings of the UMCP libraries. A reference librarian can assist the researcher in locating all the cited materials.

WHAT ARE ITS USES?

CARS can be used to:

- Gather references for a research study or update a book.
- Begin research for a thesis or dissertation.
- Locate funding sources for a grant proposal.
- Compile a reading list.
- Determine the state of the art in one's area of interest.
- Identify and locate experts in a subject.
- Acquire numerical or statistical information.
- Keep up with the developments in one's field. (Every month CARS Current Awareness Service can provide a bibliography of the most current literature dealing with one's specialty.)

CARS

**COMPUTER
ASSISTED
RESEARCH
SERVICE**

WHAT ARE THE ADVANTAGES?

TIME-SAVING! In minutes the computer retrieves information that would take a researcher much longer to compile otherwise.

COST-EFFECTIVE! A computer-assisted search is usually the most efficient way to locate information.

COMPREHENSIVE! The computer can find references which the most careful conventional search might not.

UP-TO-DATE! Databases are frequently updated; hence the most recent references are available.

WHAT DOES IT COST?

The cost of a search depends on three factors: a) the database(s) used; b) the number and format of the citations requested; and c) the length of the search.
Database charges range from 14¢ per connect minute and 3¢ per citation (MEDLINE) to $1.64 per connect minute and 20¢ per citation (Smithsonian Science Information Exchange). A service fee is charged according to the length of the search: $3 for up to 10 minutes of computer time; $6 for 10-20 minutes; and, for time over 20 minutes, $9 plus 30¢ per minute over 30 minutes. Those not affiliated with the University of Maryland must pay a higher service fee.

COMPUTERIZED BIBLIOGRAPHIC SEARCHING

LOCATIONS:

MILLS MEMORIAL LIBRARY
Reference and Information Desk,
Main Floor, West Wing,
Tel. 2070

THODE LIBRARY OF SCIENCE & ENGINEERING
Reference Desk,
Main Foor,
Tel. 4256

INNIS ROOM
Reference Desk,
Kenneth Taylor Hall, (Arts III), Room 108,
Tel. 2081

HEALTH SCIENCES LIBRARY
Reference Desk,
Main Floor,
Tel. 2327

McMaster University Library

WHAT IS ON-LINE COMPUTERIZED BIBLIOGRAPHIC SEARCHING?

Many major periodical indexes and abstracts are now produced in machine readable form and programmed for retrieval by computers. Computerized indexes are available in many subject areas — Business, Chemistry,, Physics, Engineering, Medicine, Art and Art History, Music, Philosophy, Anthropology, Sociology, Psychology, Economics, etc. Some data bases cover a particular type of material, such as dissertations, research grants, conference papers, technical reports or patents.

WHAT IS THE MAJOR ADVANTAGE OF ON-LINE SEARCHING OVER A CONVENTIONAL MANUAL SEARCH?

Certain research topics are difficult to search using the conventional approach to abstracts and indexes. An on-line search will help tackle these problems with more speed and efficiency than would normally be possible through a manual search. The computer searches all issues (weekly, monthly, annual) of the equivalent printed index for the years covered by the data base and responds in seconds with citations. Data bases for which there are no printed indexes are also available. Computerized bibliographic searching often retrieves information more precisely because boolean logic can be used to restrict or broaden the search. Searches can be limited to a particular language, year or other qualifiers. Many data bases provide a dictionary or thesaurus on-line allowing the search editor to pick up variations of the search terms.

WHICH INDEXES AND ABSTRACTS CAN BE SEARCHED BY COMPUTER?

The list is constantly growing and includes such major sources as Comprehensive Dissertation Abstracts, Conference Papers Index, Magazine Index, PAIS International, Chemical Abstracts, Engineering Index, Physics Abstracts, Management Contents, Economics Abstracts International, Art Modern, Historical Abstracts, ERIC, Psychological Abstracts, Index Medicus, Sociological Abstracts, and many others.

WHAT IS THE COVERAGE?

Most data bases cover the last 4 to 6 years although a few go back as far as 15 years. The data bases are updated monthly or bi-weekly. Since the printed indexes are made from the data base tapes, citations are often available by computer as much as a month before the printed equivalent.

WHAT ABOUT CURRENT AWARENESS SERVICES?

One special kind of computer search available is a regular alerting service which takes advantage of current information. An interest profile is prepared and matched to the latest computer update, and a printout of the bibliographic references to the latest articles relating to that topic is automatically sent.

WHAT IS THE RESULT OF A COMPUTER SEARCH?

A computer produced bibliography is tailored to the requestor's research interests. On-line citations allow the user to sample and evaluate the search specifications. Off-line printouts reach the library within two weeks of the actual search. Each citation contains a full reference to the printed document (author, title, publication source, date, etc.). Many data bases supply an abstract as well.

HOW IS A COMPUTER SEARCH ARRANGED?

Contact the reference and information staff of the library most appropriate to the search topic. The requestor will be asked to fill out a search request form and arrange an appointment time. During an interview, the on-line services librarian will help determine if this service can meet the user's needs. Assistance will be provided in isolating keywords and concepts relevant to the subject, and in deciding on the appropriate data base(s) for the request. The librarian will then develop a search strategy to be input through the terminal to produce a list of citations and/or abstracts. To maximize the benefit of the search, requestors are urged to be present while their search is being run.

HOW LONG DOES IT TAKE?

In some cases the list will be available immediately on-line. The sample citations requested on-line during the search can be taken upon completion of the search. However, if the search produces a large number of references, it is less expensive to have the list printed off-line. This is then sent by mail and takes about two weeks. It may be picked up at the library where the search was performed.

HOW MUCH WILL THE SERVICE COST?

Users of this service will be charged for direct computer connect time and for the printout of citations. The remainder of the service (pre-search interviews, search strategies, cost of terminals, etc.) is free. Those not affiliated with McMaster University are required to pay a surcharge. Prices for computer time will vary depending upon the data base(s) accessed and the number of references retrieved. A typical cost for a search would be $30 to $40, but many data bases can be searched for less. Since each search is unique, it is difficult to determine the exact cost in advance.

HOW IS PAYMENT MADE FOR THE SEARCH?

The search may be charged to a McMaster research or departmental account. Payment may be made in cash or by cheque at the time of the computer search. Note that several patrons with similar interests can share the cost of a single search.

COMPASS

COMPUTER-ASSISTED SEARCH SERVICE

CORNELL UNIVERSITY LIBRARIES ITHACA, NEW YORK

WHAT IS COMPASS?

COMPASS is a computer-based information retrieval service offered to students, faculty and staff by the Cornell University Libraries.

HOW CAN COMPASS BE USED?

COMPASS can help you:

--keep up with developments in your research field
--gather material for an article or term paper
--compile a reading list for a course or seminar
--prepare a grant, research or thesis proposal
--avoid duplication of previous research
--review the state of the art on a particular topic
--acquire market and economic information on a product or industry
--identify and locate experts in a subject field

HOW IS A SEARCH PERFORMED?

When you request a search, the librarian will discuss with you your research topic and the suitability of using COMPASS. After a search strategy is formulated and the appropriate data base(s) selected, the librarian enters the terms that describe your topic at the computer terminal. The computer responds immediately with the number of relevant articles or sources of information. Items from this selected group are then displayed at the terminal, evaluated by you and the librarian, and used to modify the search strategy so that it will retrieve the information of most interest to you.

The results of the search are usually printed at the computer facility in New York or California and received by mail within 2-5 days.

WHAT DOES IT COST?

COMPASS operates on a fee-for-use basis. You pay for the off-line print charges and share the cost of the computer time with the Cornell University Libraries. Fees begin at $5.00; the amount depends on the scope and complexity of the topic, the number and type of data bases accessed, and the length of the print-out.

WHAT ADVANTAGES DOES COMPASS OFFER?

Many of the data bases available for searching by computer have a printed equivalent with which the library user may be familiar, such as Psychological Abstracts, Chemical Abstracts, or the F&S Indexes. Using COMPASS not only saves you time but has other advantages over searching these indexes or abstracts manually:

COMPREHENSIVENESS
--searches document titles and abstracts, not just subject headings
--retrieves peripheral as well as core documents

PRECISION
--searches for specific terms, phrases or names
--limits the search by language, country, age group or type of document

EFFICIENCY
-- coordinates complex groups of concepts that may be needed to define your topic
--results in a printed bibliography, usually including abstracts

CURRENCY
--locates newly coined terms which are not yet used in the printed index
--searches data base updates before they appear in printed form

HOW IS A SEARCH INITIATED?

If you wish more information about COMPASS or if you would like a demonstration or a search, call or visit the reference department in one of the libraries below. Most searches are done on an appointment basis.

MANN LIBRARY 256-7754	OLIN LIBRARY 256-4009
ILR LIBRARY 256-2277	ENGINEERING LIBRARY 256-4318

UNIVERSITY OF CALIFORNIA/LOS ANGELES
9/80

Education & Psychology Library
UCLA *Information Leaflet Number 5*

COMPUTERIZED LITERATURE SEARCHING

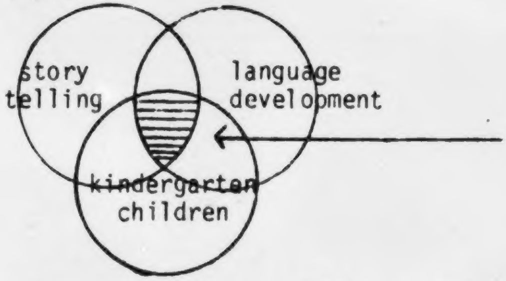
Many of the printed indexes and abstracts which are available in the Education and Psychology Library for manual searching are also available in machine-readable form and therefore are accessible through a computer search. A computer search has many of the same characteristics as a manual search. With the printed indexes one uses a strategy, such as looking under subject terms or an author's name to find applicable literature related to a topic. In computer searching, these terms are keyed into the appropriate "database," the counterpart of the printed index, and the citations indexed under those terms are retrieved. There are some databases which do not issue a printed version for manual searching. Also, with some reference sources, the machine-readable form of an index may include more records than are given in the printed format.

Most databases store records of journal and report literature, although citations of dissertations, monographs, book reviews, conference proceedings, and different forms of media such as filmstrips, phonograph records, and audio tapes are also indexed and retrievable through database searches.

COMPUTER SEARCHING HAS SEVERAL ADVANTAGES OVER MANUAL SEARCHING

1. It is sometimes more thorough, since some parts of a citation (such as the title or abstract) can be searched only by computer. When there is no subject heading for a specific topic such as "earthquakes," it is cumbersome to look under the broad subject "disasters" to locate references. With a computer search, the term "earthquakes" can be searched in the database, and if the word appears in the title, abstract, or identifying phrase of a record, a citation will be retrieved.

2. It is often more efficient, especially when the search topic requires the coordination of two or more concepts. The topic "the relationship of story telling and language development in kindergarten children" involves 3 separate concepts:



The desired material is the intersection of these 3 ideas.

3. It is time-saving, since it can eliminate hours of manual searching in the printed indexes.

CONSIDER WHETHER A COMPUTER SEARCH IS APPROPRIATE FOR YOUR NEEDS

1. A computer search is especially useful when the requester has clearly defined the search topic. Preliminary manual searching of available printed

indexes is advisable, for this will indicate when a topic may need to be narrowed, broadened, or modified.

2. One does not receive the search results immediately. The bibliography is printed off-line and mailed to the library, usually arriving one week to 10 days after the search.

3. There is a charge for each computer search, including a service fee. Price lists are available at the Reference Desk.

PROCEDURE

The first step is to stop at the Reference Desk and make an appointment to meet with a search analyst, and pick up a request form. At the interview with the searcher, which lasts about 30 to 45 minutes, the search topic is discussed, descriptors are chosen, and a search strategy devised. Later the search is processed and, when the printout is received by the Library, the patron is notified.

MAJOR DATABASES SEARCHED AT THE EDUCATION AND PSYCHOLOGY LIBRARY

Comprehensive Dissertation Abstracts. This database includes U.S. dissertations since 1861 and, in recent years, some foreign dissertations. Access is by author and by keywords in the title. No abstracts are included in the printout, but references are given for those which appear in Dissertation Abstracts International.

ECER. Exceptional Child Education Resources covers the literature relating to the education of handicapped and gifted children, including journal articles, books, teaching materials, and reports. It covers the period since 1966.

ERIC. This database corresponds to two indexes produced by ERIC (Education Resources Information Center): CIJE, Current Index to Journals in Education, covering more than 700 journals since 1969, and RIE, Resources in Education, covering primarily the report literature since 1966.

LLBA. Language and Language Behavior Abstracts covers most aspects of language, such as applied linguistics, physiology, psycholinguistics, education, and others. Articles listed by LLBA are drawn from approximately 1,000 U.S. and foreign journals, and the file dates back to 1973.

NIMH. The National Institute of Mental Health database contains citations from about 1,000 journals, and also from books, technical reports, conference proceedings and non-print material. The database covers 1969 to present, and there is no printed counterpart.

NTIS. The National Technical Information Service database contains references to government sponsored research since 1964. The database corresponds to the printed index Government Reports Announcements, and covers a wide range of topics in the hard and social sciences.

Psychological Abstracts. With articles from some 900 journals and about 1,500 books, technical reports, and monographs each year, this database covers the psychological literature worldwide since 1967. Beginning in January 1980, the database will contain 25% more records than the printed index, including citations of dissertations, and book reviews from Contemporary Psychology.

Social-Scisearch. Corresponding to the printed Social Sciences Citation Index, this file is a multidisciplinary one covering 3200 journals in the social, natural, physical, and biomedical sciences since 1972. Access is by author, title words, or cited references.

Example of a citation from an ERIC search:

ERIC accession number	AN	ED168674.
Author(s)	AU	Delano-June-S.
Title	TI	Effects of storytelling on language development.
Language	LG	EN.
Geographic source	GS	U.S. Pennsylvania.
RIE or CIJE issue number	IS	RIEAUG79.
Clearinghouse accession number	CH	PS010263.
EDRS price	PR	EDRS price - MF01/PC01 Plus postage.
Descriptive notes	NT	17p.
Year entered in ERIC	YR	77.
Major descriptors	MJ	Grade-1. Kindergarten-children. Language-development. Story-telling. Vocabulary-development.
Minor descriptors	MN	Charts. Comparative-analysis. Early-childhood-education. Language-programs. Pictorial-stimuli. Question-answer-interviews. Videotape-recordings.
Abstract	AB	The effects of storytelling on the language development of kindergarten and first grade children were examined through an informal study in an ESEA Title I program which stressed storytelling and language development. Teacher aides trained in storytelling techniques read a story to small groups of children each day. The subjects, randomly selected from two schools in the Title I program and one school not eligible for Title I, responded to questions about three pictures. The children's responses were taped in the fall and again in the spring. An interviewer met with the children individually away from the classroom, showed each child each picture, and asked questions pertaining specifically to each of the three pictures. A comparative analysis of the responses and increases in vocabulary of Title I and non-Title I children indicated that the average amount of gain for the Title I children was greater than the average amount of gain for the non-Title I children, even though overall, the non-Title I children had greater language fluency. These results indicated that telling stories had a beneficial effect on the Title I chldren and it was concluded that the program should be retained as an integral part of the language program.

Mary Ellen Foscue
September 1980

UNIVERSITY OF CHICAGO

READER INFORMATION BULLETIN 14

COMPUTER SEARCHES

WHY USE COMPUTER ASSISTED SEARCH SERVICES?

Computer-assisted information retrieval is a reference tool that offers some substantial advantages to University of Chicago Library users. It is possible to search large, computer-stored data bases of bibliographic information for the purpose of compiling a specialized bibliography unique to a researcher's requirements. The results can be typed out immediately from the terminal or; for longer bibliographies, can be printed at the remote computer and delivered by mail. Abstracts of the articles may also be available.

There are several benefits from using a computer service. The key advantage is speed with significant time-savings. A computer search will usually require less than fifteen minutes of a user's time (not including pre-search interview time). This compares to hours or days involved in manual effort using book-form indexes and abstracts. Another less obvious advantage relates to the greater depth of indexing provided in computer-printed tools. This capability also exists for searching non-standard elements such as corporate sources, institutional affiliations, patent holders, year of publication or language of text.

COSTS OF A COMPUTER SEARCH

The bibliographic search services described here operate on a cost recovery basis. Because each information request is unique, no exact cost can be specified in advance. However, preliminary discussion with the librarian will always include a price estimate. The components of a charge include computer connect time, telecommunication line fees, off-line citations costs (when applicable) and in some cases, an "entry fee". Computer connect time is often the major portion of charge and the rates vary widely with the different data bases. The range of connect time costs is between 25 cents and $2.50 per minute. All costs are figured on a per-minute basis. Cost analysis data thus far indicate that an average search costs the patron less than $30. Payment is by University of Chicago 102 form or by personal check. Payment is due when the search is completed or when the printed search results are delivered.

HOW TO ACQUIRE A COMPUTER-PRODUCED BIBLIOGRAPHY

Computer-assisted search services are available through the University of Chicago Library. Terminals and trained searchers are located in the places shown below. Subjects covered by each of the search facilities are also noted. You should choose a search site based on the subject nature of the search you want.

To initiate a search, contact the appropriate Search Center to make an appointment or complete an information request form detailing the nature of the query. Some discussion of the search is beneficial so that the librarian, assisted by data base thesauri and other aids can choose the proper terms and search strategy in consultation with you. In some cases a subject specialist librarian will assist at this step. Search results may be picked up later or sent to you through faculty exchange. In many instances the patron should be present while the actual search is carried out on-line.

SUBJECTS SEARCHED AND TERMINAL LOCATIONS

SOCIAL SCIENCES AND HUMANITIES	REFERENCE DEPARTMENT REGENSTEIN LIBRARY JRL 100 contact: Patricia Swanson Regina Shea 753-2977 or 753-3494 Monday - Friday 8:30 to 5:00
SCIENCES	CHEMISTRY LIBRARY JONES HALL - Rm. 204 or 211 contact: Susan Meschel, PhD 753-3443, 753-3417 753-2289 Monday - Friday 8:30 to 12:30
NATIONAL LIBRARY OF MEDICINE DATA BASES	BILLINGS HOSPITAL LIBRARY BILLINGS HOSPITAL P211 contact: Susan Schwaber 947-5136 Monday - Friday 8:30 to 5:00

FOR MORE DETAILS - Print your name and phone number on this sheet, send it to the appropriate search center and someone will call to discuss you search interests.

Name____________________________ Department____________________

Phone____________________________

UNIVERSITY OF WISCONSIN 7/80

MEMORIAL LIBRARY COMPUTER SEARCH SERVICE

A computerized bibliographic search service is available through the UW Memorial Library Reference Department to assist students, faculty and other library users with their research in the social sciences and humanities. Although there is a charge for computer searching, the time it saves in locating materials for papers, dissertations and other projects may make it well worth your while.

HOW THE SERVICE WORKS

With the aid of a reference librarian, specific authors or subjects are searched by computer in one or more appropriate data bases. Most data bases more or less correspond to printed indexes such as Psychological Abstracts, Sociological Abstracts, or Social Sciences Citation Index. The results of the search are then printed at an out-of-state computer site and sent to the Reference Department, where you may pick them up after several days. In some cases, results may be printed out here at the Library, at the same time the search is run. What you will receive is a list of citations on your search topic, i.e. a bibliography of the articles, reports, etc. on that topic found in the data base searched. The citations can be printed in various formats: an example would be author, title, source (journal title + volume + page nos.) and abstract. The reference staff will then help you in finding full texts of items which need to be more closely examined.

SUBJECT AREAS COVERED

Searches done at Memorial Library are on topics in the social sciences and humanities. Data bases are available in the following areas:

- Art
- Biography
- Business and Management
- Criminal Justice
- Current Affairs
- Dissertations, all fields
- Drug and Alcohol Abuse
- Economics
- Education
- Federal Actions (Bills, Hearings, Legislation)
- Foundations and Foundation Grants
- History (U.S. and World)
- Law
- Library Science
- Linguistics
- Modern Languages and Literature
- Music
- Newspapers
- Philosophy
- Political Science
- Popular Periodicals
- Psychology
- Rehabilitation
- Social Sciences
- Sociology
- U.S. Government Documents

New data bases are continually being added, so check with the Reference Desk if you are interested in an area not listed above. For searches in the natural and applied sciences, e.g. agriculture, health sciences, chemistry, physics, engineering, contact the appropriate campus library.

HOW TO ARRANGE FOR A SEARCH

To initiate a computer search, come to the Reference Desk in Room 262, or call 262-3242. A librarian will discuss your topic with you to make sure it is suitable for a computer search. If it is, you will be given a Search Request form to fill out and may set up an appointment with one of the searchers. Charges vary according to the data base searched, the amount of computer time required, and the length of the printout; in general, the cost will be between $5 and $15.

FOR MORE INFORMATION ON DATA BASES AND CHARGES, SEE REVERSE SIDE.

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COSTS

Costs for a computer search vary according to the data base searched. Data bases listed below are on a system for which a flat rate is charged. This consists of the following elements:

BIBLIOGRAPHIC RETRIEVAL SERVICES, INC. (BRS System)

DISS	Dissertation Abstracts 1861+
DRUG	Drug Info/Alcohol Use/Abuse 1968+
ECER	Exceptional Child Education Resources 1966+
ERIC	ERIC (Educational Resources Info. Center 1966+
INFO	INFORM (Abstracted Business Information) 1971+
MGMT	Management Contents Sept. 1974+
NCMH	Natl. Institute of Mental Health Database 1969+
NIMI	Natl. Info. Center for Special Ed. Materials
NRIC	Natl. Rehabilitation Information Center 1956+
NYTS	New York Times Info. Bank 1977+ (extra charge)
PAIS	Public Affairs Info. Service Bulletin 1976+
PSYC	Psychological Abstracts 1967+
SSCI	Social Sciences Citation Index 1972+

$1.00	service charge
.50	per connect minute
.50	postage
.16	per printout page

Other data bases available are on the DIALOG system, which has varying charges depending on data base searched. Also, printout charges are assessed per citation rather than per page.

	LOCKHEED INFORMATION SYSTEMS (DIALOG System)	ESTIM. CONNECT MINUTE	FORMAT 5*	FORMAT 2*
9	AIM/ARM (Center for Vocational Education) Sept. 1967-1976	$ .50	.10	.05
38	America: History and Life 1964+	1.15	.15	.08
56	Art Bibliographies Modern 1974+	1.10	.15	.15
102	ASI (American Statistics Index) 1973+**	1.55	.15	.15
88	Biography Master Index**	1.00	.15	.15
64	Child Abuse and Neglect (Natl.Center for Child Abuse) 1965+	.65	.10	.05
101	CIS/Index (Congressional Information Service) 1970+**	1.55	.15	.15
90	Economic Abstracts International 1974+	1.15	.20	.10
114	Encyclopedia of Associations (current year)	1.00	.15	.08
20	Federal Index Oct. 1976+	1.55	.20	.20
26	Foundation Directory (current year)	1.10	.30	.30
27	Foundation Grants Index 1973+	1.10	.30	.30
66	GPO Monthly Catalog (U.S. Govt. Printing Office) Jul.1976+	.65	.10	.05
85	Grants Database 1977+**	1.10	.30	.30
39	Historical Abstracts 1973+	1.15	.15	.08
36	Language and Language Behavior Abstracts 1973+	1.00	.15	.08
150	Legal Resource Index Jan.1980+	1.55	.20	.20
61	LISA (Library and Information Science Abstracts) 1969+	1.00	.10	.05
47	Magazine Index 1977+	.85	.10	.10
71	MLA Bibliography (Modern Language Association) 1976-78	1.00	.15	.15
78	National Foundations (current year)	1.10	.30	.30
111	National Newspaper Index Jan.1979+	1.30	.10	.10
21	NCJRS (Natl. Criminal Justice Reference Service) 1972+**	.65	.15	.15
46	NICEM (Natl. Info. Center for Educational Media) 1964+	1.25	.20	.20
57	Philosopher's Index 1940+	1.00	.15	.08
91	Population Bibliography 1966+	1.00	.10	.10
97	RILM (Répertoire International de littérature Musicale) 1972+	1.15	.15	.08
37	Sociological Abstracts 1963+	1.00	.15	.08
93	U.S. Political Science Documents 1975+	1.15	.15	.08

*Format 5 includes abstract. Format 2 provides bibliographic citation only (author, title, source).

**In preparation.

MEMORIAL LIBRARY
Reference Department
Room 262
262-3647/262-3242

SEARCH REQUEST

NAME I.D.	DEPT. or Organization	TELEPHONE	DATE

STATUS:

_____Faculty
_____Staff (Specify)_______________
_____Grad
_____Undergrad
_____Other (Specify)_______________

PURPOSE of Search

_____Research
_____Teaching
_____Paper/Book
_____Other (Specify)_______________

Is this search to be billed to an account? _____Yes _____No

Fund	Account	Unit	Div.	Dept.	Act.	Class

Describe the topic you wish searched. Be as specific as possible. Please underline any terms which should serve as key words. Continue on back of sheet if necessary

INDICATE preferences:

_____Citations dealing with specific question only
_____Comprehensive search with possible peripheral material
_____English language
_____Other languages (Specify)__________
_____Years to be searched
_____Abstracts to be included?

PLEASE list any known relevant citations to articles written in the last three years (or so). Include author, title and source

NEW YORK UNIVERSITY 1/80

Elmer Holmes Bobst Library
New York University

Information Bulletin/6a

REFERENCE SERVICE BY COMPUTER

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ARE YOU:

...searching for citations in printed indexes?
...preparing for a research seminar and seeking a bibliography?
...planning your doctoral dissertation and looking for research in your topic?

LET THE COMPUTER DO IT:

The computer produces a printed bibliography with full citations to journal articles, dissertations, and other documents in your subject.
The advantages are:

...a bibliography produced to satisfy your particular requirements
...time and energy saved-no need to copy references
...concepts and variables can be coordinated, which is difficult to do using the printed indexes
...the computer searches numerous subject headings

The limitations of the computer search:

...some topics are not covered by databases...usual coverage is for the past 10 to 15 years...though search produces a bibliography, you have to locate cited documents.

TELEPHONE FOR AN APPOINTMENT:

CALL 598-7089, weekdays 9-5pm. If there is no answer, call 598-3677. Your appointment, which will be for about half an hour, will be with a Reference Librarian who will help you; determine which of the database(s) to use; analyze your topic and set up the search strategy, using a controlled vocabulary and/or natural language.

It helps to consult the appropriate printed indexes (see the selected list of databases of this bulletin) before the interview.

FEES PER SEARCH OF ONE DATABASE

An INITIAL FEE for all databases:

Students $15.00 Faculty $20.00 Alumni $30.00 Non-NYU $40.00
updates $5.00/month

The initial fee covers a maximum of 150 citations: there is an additional charge of $5.00/100 citations over the first 150, and 10¢/abstract, if abstracts are printed. There may be small additional charges for searches in the LOCKHEED databases; these databases are asterisked (*) in the following list of databases. As a guideline, if there are additional charges the search will cost about $10.00 above the initial fee.

MULTIDISCIPLINARY INDEXES

ASI(1973-present, American Statistics Index) Indexes statistical publications of the U.S. Government. Printed index, ASI 1974, in Reference, 7th floor, Z 7554.U5.A46.

*CIS (1970-present, Congressional Information Service)An index to the publications of the U.S. Congress including hearings, reports, and reprints. Printed index, CIS 1970, in Reference, 7th floor, KF 49.C62.

COMPREHENSIVE DISSERTATION ABSTRACTS (1861-present) Indexes by author or title key words. Doctoral dissertations from almost all universities in the U.S. and Canada, and some from abroad. Abstracts are not availabl on machine-readable tape. Printed indexes, in Reference Room. Comprehensive Dissertation Index, AS 30.X3N, and Dissertation Abstracts International, AS 30.M5.

*FOUNDATION GRANTS INDEX (1974-present) Provides information on grants that have been awarded by more than 400 major American foundations. Abstracts available.

*GPO (1976-present, Government Printing Office Monthly Catalog) An index to the U.S. Government documents. Printed index 1930-present, the Monthly Catalog of U.S. Government Publications, in 1st and 7th floor Reference areas, Z 1223.A18.

*MAGAZINE INDEX (1977-present) Indexes over 370 popular magazines. No printed index or abstracts available. List of magazines included available at Reference desk, 1st floor.

*NATIONAL NEWSPAPER INDEX (1979-present) Indexes The New York Times, the Wall Street Journal, and the Christian Science Monitor.

SOCIAL SCIENCES

ERIC (1966-present) Covers the field of education and related disciplines. Citations from Resources in Education (RIE), Z 5813.C8, and Current Index to Journals in Education (CIJE), LB 1028.A1R46. Full texts on microfiche Microform Center on the A-level. Thesaurus Z 698.1E3U5, and printed indexes in Reference Room. Abstracts available.

ECER (1966-present, Exceptional Child Education Resources) Articles on the education of handicapped and gifted children. Includes books, reports, dissertations. Abstracts available.

*PAIS INTERNATIONAL, (1976-present, Public Affairs Information Service) Includes fields of political science, banking, economics, sociology, public administration, international relations, social welfare. From PAIS Bulletin, Z 7163.P9 and Foreign Language Index, Z 7164.E2.P8, both in Reference Room and Reference, 7th floor.

PSYCHOLOGICAL ABSTRACTS (1967-present) Covers psychology and behavioral sciences. Includes journal articles, books, reports and dissertations. Corresponds to printed index Psychological Abstracts, Reference room, 1st floor, Z 7202.P9. Thesaurus of terms, Reference Room, Z 695.1P7T54. Abstracts available.

SOCIAL SCISEARCH (1972-present, Social Sciences Citation Index) Index of social science journals, and journals in natural, physical and biomedical sciences. Includes author's citations. Printed index in Reference 7th floor, Z 7161.S65.

*SOCIOLOGICAL ABSTRACTS (1963-present) Covers world literature on sociology, methodology, social structure, mass phenomena, religion, demography, community development, studies in violence, poverty and feminism. Printed index in Reference, 7th floor, HM 1.S67. Abstracts available.

*USPSD (1975-present, United States Political Science Documents) Includes journals on foreign policy, international relations, public administration, economics, law and contemporary problems. Printed index in Reference, 7th floor, Z 7161.V67.M64. Abstracts available.